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# EU SUPPORT TO REFUGEES IN TÜRKİYE

RESULTS FRAMEWORK

## MONITORING REPORT

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## Acronyms and Abbreviations

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ANC	Antenatal Care
BPG	Bilingual Patient Guide
C-ESSN	Complementary - Emergency Social Safety Net
CCTE	Conditional Cash Transfer for Education
CPU	Child Protection Units
DCC	Day-Care-Centre
DG ECHO	Directorate-General for European Civil Protection and Humanitarian Aid Operations
DG NEAR	Directorate-General for Neighbourhood and Enlargement Negotiations
DGWS	Directorate General for Women Services
EMHC	Extended Migrant Health Centre
EQ	Earthquake
ESSN	Emergency Social Safety Net
FGD	Focus Group Discussion
FMR	Facility Monitoring Report
FRIT	Facility for Refugees in Turkey
GoT	Government of Türkiye
IFRC	International Federation of Red Cross and Red Crescent Societies
IP	Implementing Partner
İŞKUR	Turkish Employment Agency
KOSGEB	Small and Medium Enterprises Development Organization of Türkiye
MEB	Minimum Expenditure Basket
MHC	Migrant Health Centre
MHPSS	Mental Health and Psycho-Social Support
MHU	Migrant Health Unit
MoFSS	Ministry of Family and Social Services
MoH	Ministry of Health
MoNE	Ministry of National Education
NGO	Non-Governmental Organisation
OJT	On-the-Job-Training
PDM	Post-Distribution Monitoring
PDMM	Provincial Directorate of Migration Management
PFEA	Provincial Facility Effectiveness Assessments
PHC	Primary Health Care
PIKTES	Promoting Integration of Syrian Kids into Turkish Education System
PMM	Presidency of Migration Management
PNC	Postnatal Care
PSS	Psycho-Social Support
PuIP	Persons under International Protection
Qtr	Quarter
RF	Results Framework
SASF	Social Assistance and Solidarity Foundation
SHC	Secondary Health Care
SHIFA	Strengthening Health Care Infrastructure for All
SIHHAT	Supporting Migrant Health Services in Turkey
SME	Small and Medium-sized Enterprise
SRH	Sexual and Reproductive Health
SSC	Social Service Centre
SSN	Social Safety Net to Refugees in Türkiye
SUMAF	Technical Assistance to Support the Monitoring of Actions Financed under the Facility for Refugees in Turkey
SuTP	Syrian under Temporary Protection
TESK	Confederation of Turkish Tradesmen and Craftsmen
TRC	Turkish Red Crescent (Kızılay in Turkish)
TÜİK	Turkish Statistical Institute
UNHCR	United Nations High Commissioner for Refugees

## A. Executive Summary<sup>1</sup>

This is the twelfth biannual Monitoring Report produced to inform stakeholders of the progress made to-date by the programme of EU support to refugees in Türkiye (formerly known as the Facility for Refugees in Turkey)<sup>2</sup>. The Facility Monitoring Reports (FMRs) aim to provide an overall assessment of the performance of the EU support to refugees in Türkiye in achieving its objectives as summarised in the support programme's Results Framework (RF). The programme portfolio, including both currently ongoing and completed projects, is made up of 153 projects – 109 of which are completed and 44 were ongoing at the end of June 2023<sup>3</sup>. Progress and performance data from all 153 projects are incorporated into the support programme's monitoring and reporting system. This report presents a summary analysis of this data and related performance information. The performance in each of the portfolio's seven priority areas is presented below, and each section is followed by a table providing a summary assessment of the overall performance to-date in achieving each of the priority area's targeted results<sup>4</sup>.



### Education

The 11 provinces affected by the February 6<sup>th</sup> earthquakes in the South-East of Türkiye included seven of the ten provinces with the highest proportion of refugees in their population. As a result of the disasters many teachers and students were displaced, and schools were damaged or temporarily used to facilitate delivery of assistance to earthquake survivors, resulting in suspension of classes. By April, classes had resumed in all affected areas, however attendance rates in provinces with the most damage were low, ranging from 35% to 50%. Initial assessments indicated that 7% of educational facilities were destroyed or in need of immediate demolition, 4% of buildings were moderately damaged and 31% were lightly damaged.

The performance of the 'Promoting Inclusive Education for Kids in the Turkish Education System' (PIKTES+) programme in providing academic and counselling support to refugee students during the first half of 2023 was good, particularly in terms of the provision of catch-up and back-up teaching, with the targets originally set for both having been exceeded. The number of refugee children receiving this support continued to increase with a total of 150,981 children receiving catch-up classes since 2017 and just over 144,000 receiving back-up classes. In the 2022-2023 academic year, just over 45,000 children participated in back-up classes and over 51,000 students received Turkish language courses. Despite this good progress, parents regularly raise the issue of their children needing more support from their schools to help strengthen their Turkish language skills to enable them to follow their academic programmes. In-school psychological support (both group activities and one-on-one counselling) was being provided to 54,730 refugee children at the close of the second quarter of 2023.

EU refugee programme support has funded upper secondary vocational and higher education studies for almost 55,000 students to-date. This includes 21,103 additional young adults who attended vocational education during the first six months of 2023. Two new projects will begin providing scholarships, stipends and academic support for refugee and host community students enrolled at universities in September 2023. The projects were developed in response to a policy change which requires Syrian refugees to pay foreign student tuition fees which became effective in January 2023. They will start reporting on the number of students graduating from higher education in June 2024.

Free transportation services were provided for 26,216 students in Qtr 2 of 2023 – much lower than in previous quarters because many schools in the South-East were closed due to the earthquakes. Approximately two-thirds of the beneficiaries were refugees and one third were host community students. Interviews conducted with Syrian refugees indicate that very few refugee parents are offered the possibility of free school transportation for their children if they live more than two kilometres away from the school. Additionally, the cost of public transportation and the security of their children (if they have to walk long distances) are major concerns for them. There is therefore a need for greater emphasis to be placed on providing these services and on communicating the availability of such services to parents.

<sup>1</sup> All data source references are presented in the relevant chapters of the main report and are excluded from this Executive Summary for readability reasons.

<sup>2</sup> Previous FMRs covered the projects funded under the EU Facility for Refugees in Turkey ('the Facility'). The EU refugee assistance now includes post-Facility projects as well, and both types of projects are directly contributing to the achievement of the results presented in the Results Framework. In the current report both types of support are together referred to as 'EU support to refugees in Türkiye'. Where appropriate (for readability) purposes, reference is also made to 'the EU programme of support to refugees' and the EU refugee support programme.

<sup>3</sup> The portfolio of EU support to refugees in Türkiye is continuously changing as some projects are completed, new ones started and some existing ones have their implementation periods extended. This number is valid as of 30<sup>th</sup> June 2023.

<sup>4</sup> The three levels of performance rating are: Good (green); Average (amber); Weak (red). The meaning of each of these is described in the Methodology and Report Structure section on page 12.

By the end of the second quarter of 2023, the EU refugee support programme was financing the employment and/or remuneration of 19,986 education staff, including language teachers, vocational education teachers, school counsellors, school administrators as well as security and cleaning staff. Whilst good progress was made over the first half of 2023 in staff training by the PIKTES+ project, in interviews conducted in October 2023, refugee parents reported that some staff were displaying discriminatory attitudes towards refugee students, indicating the need for teachers to receive the necessary training, monitoring and guidance to minimise the extent of such problems.

Limited progress was made in terms of constructing and upgrading education facilities during the first six months of 2023. Four schools were completed, eight schools were upgraded, and the average completion rate of construction projects increased from 53% to 64%.

Key indicators of school attendance and retention (between grades) continued to improve. The number of refugee children meeting government attendance requirements was 95%, and the proportion of refugee children benefitting from Conditional Cash Transfer for Education (CCTE) support who were still regularly attending school by the end of the school year stood at 91%. The number of children enrolled in public education by the end of Qtr 1, 2023 was 818,531, and this value has steadily increased over time.

Whilst 4,442 students completed vocational education programmes in June 2023, progress in this area is still weak with only 52% of the target having been achieved so far.

According to the most recently available data from MoNE, the proportion of pre-primary aged refugee children who participated in pre-primary education programmes was 35% for the 2021-2022 school year. Information collected in several provinces from refugee parents in Qtr 3 of 2023 indicates that this figure may have dropped significantly since then as many parents report not being able to send their young children to pre-primary classes due to the costs involved.

Of some concern is the fact that the primary school enrolment rate for refugees has steadily decreased from 80% in 2021 to 71% in 2023, indicating lower education participation among children aged 6 to 9 years. For lower secondary-aged children, participation has fluctuated somewhat since 2021, initially increasing a little but more recently slightly decreasing. For upper secondary-aged children, the enrolment rate has varied significantly as the result both of actual enrolment changes, but also because of the removal of inactive distance and alternative learning students from government enrolment databases last year. An additional factor is the address-verification exercise conducted by the Presidency for Migration Management (PMM) starting in December 2021, which led to the temporary suspension of the IDs of a significant number of Syrian refugees, which in turn led to these people's school-aged children being unable to enrol in school. Finally, whilst the problem of school-aged children being out-of-school has been aggravated by the earthquakes, qualitative data collected from non-affected provinces clearly indicates that it is the severely deteriorated income and spending power of refugee families which is the greatest contributor to children dropping out of school.

In general, the steady, significant increase in education participation that occurred when Syrian refugees first began attending formal public education has slowed, with approximately 31% of refugee children – some 400,000 children – estimated to be not attending any form of schooling (i.e. being 'out-of-school') in the 2022-2023 academic year. As stated above, the main cause of this high rate appears to be the extreme financial difficulties of their parents, combined with the high levels of bullying which refugee children report experiencing at school. According to refugee families this bullying issue has worsened over the last year.

RF level	Result Statement	Rating
<b>Education</b>		
Long Term Outcome	Refugee children and adults are enrolled in the education system and receive quality education, and the quality of education for host community members children is sustained	Average
Intermediate Outcome	1. Increased level of refugee children's access to (and retention in) the education system in high-refugee concentration provinces	Good
	2. Increased level of access to vocational and higher education for refugee and host community students in high-refugee concentration provinces	Average
	3. Increased access of refugee and host community children to pre-primary education in high-refugee concentration provinces	Average
Output	1. Appropriate language and academic courses and associated support provided to refugee children and youth in high-refugee concentration provinces	Good
	2. Refugee students and socio-economically disadvantaged host community students (in the high-refugee concentration provinces) receive the economic and logistical support necessary to attend school or university	Average
	3. Improved education system staffing level and quality in high-refugee concentration provinces	Good
	4. Increased education system infrastructure capacity in high-refugee concentration provinces	Average



## Health

The February 6<sup>th</sup> earthquakes had a major impact in the first half of 2023 on the ability of primary and secondary health care services to function in the 11 provinces affected. The Ministry of Health (MoH) either permanently or temporarily lost a significant number of staff and many of its service delivery facilities were affected. They also had a serious impact on the mental health of many refugees and host community members in the affected provinces. Following the disaster, the EU refugee support programme-funded 'Supporting Migrant Health Services in Türkiye' (SIHHAT II) project collaborated with various departments of the MoH and was able to adapt to ensure the continued provision of its services which are essential for the refugee community. Available staff were deployed to locations needing additional support following the receipt of a large number of Internally Displaced Persons (IDPs), and its mobile services were delivered to those who remained in the earthquake-affected areas.

Whilst the overall programme target of 190 operational migrant health centres (MHCs) had already been achieved, 18 MHCs (16 standard ones and 2 extended ones (EMHCs)) were still temporarily closed at the end of June 2023 due to the earthquakes. The delivery of primary health care (PHC) consultations was consequently affected. Whilst the programme recorded an increase of more than 4 million consultations in the second half of 2022, the number dropped by almost 1 million in the first half of 2023.

Due to the higher fertility rate among the Syrian refugee community compared to that of the host population, the E/MHCs maintain a special focus on Sexual and Reproductive Health (SRH), Family Planning (FP) and the implementation of the national immunisation calendar for refugee children. This strategy is proving to be effective since nearly all the refugee children born in hospitals are followed up through Postnatal Care (PNC) consultations and are regularly vaccinated. The vaccination coverage rate for pregnant and other reproductive-age women was 66% in Qtr 4 2022, which is a sharp increase compared to the 13.6% recorded in 2020 and significantly more than the 60% that is usual for host community women.

The support provided to Secondary Health Care (SHC) facilities (mostly hospitals) has mainly consisted of the provision of Bilingual Patient Guides (BPGs) and equipment. At the end of Qtr 2 2023, the SIHHAT II programme was supporting the employment of 716 BPGs and 25 interpreters in 63 of the country's 81 provinces. SHC consultation provision rates were lower in the first half of this year compared to the second half of 2022 although significant increases were recorded in some cities and provinces. This may be related to the earthquakes – both to the movement of internally displaced people, and to their effects on the ability of MHCs to operate normally in many of the EQ-impacted provinces.

Whilst just over 4,000 healthcare service staff were employed with EU refugee programme support at the end of Qtr 4, 2022 this had dropped a little by the end of Qtr 2 2023. The number of general practitioners (GPs) employed by SIHHAT also declined somewhat (by 6%) whilst the number of Syrian specialists increased by one bringing the total to 118. Just over three-quarters of the healthcare staff employed by SIHHAT II were Syrian nationals and 61% were male. The refugee healthcare system was under extreme pressure with the continuing staffing issues, particularly the lack of dentists, gynaecologists and paediatricians, which impacted the quality of patient services. Specialists in EMHCs were often receiving 60-80 patients per day, which does not permit adequate time to be allocated for each consultation, which in turn is also likely to negatively affect the quality of service provision.

Since the end of Qtr 4 2022, very little progress in staff training has been made by the SIHHAT II programme. Whilst this can be partially attributed to the EQs (as some training activities were cancelled), it is mainly due to the failure of tenders to contract training providers – due to a lack of receipt of tenders related to Türkiye's very high inflation rate over the period since mid-2022.

Since May 2023, the EU-financed new hospital in Kilis province has been providing services at its full operating capacity – admitting an average of 1,836 patients per day at the emergency unit and treating 964 patients per day at its outpatients' services units. Similarly, following its opening in June 2022, the hospital constructed in Hatay province has been providing essential health services to the local community which was severely impacted by the February earthquakes. Due to the quality of their design and construction, neither hospital was damaged by the EQs. Finally, no significant progress has been recorded since Qtr 4 of 2022 in healthcare facility upgrading. This is attributed to delays in launching tenders, the challenging macro-economic environment and the EQs.

Some good progress has been recorded in terms of increasing the level of refugees' awareness and knowledge relating to accessing healthcare services and adopting improved healthcare behaviours. The number of outreach teams increased from the initially envisaged 65 to 98 (covering 28 provinces) and the number of refugees reached to-date through these services was over 468,000 at the end of Qtr 2 2023, exceeding the established target by 76%.

Focus group discussions (FGDs) with Syrian refugees have also consistently found that they continued to feel satisfied overall with the quality of the migrant health services provided to them. The main problems reported were the long waiting times and the disrespectful attitudes from some staff in some MHCs. Another major problem is the difficulties they

encounter in obtaining adequate access to a BPG or interpreter in hospitals. One of their main recommendations to the MoH is to improve the monitoring of the quality of the work of MHC staff.

The Migrant Health Survey (MHS) results published by the SIHHAT II project in February 2023 indicated that 35% of refugee respondents had a good level of health literacy, which is a significant improvement compared to the 24% recorded from the SIHHAT I survey in 2020. Still, 65% of respondents were recorded as having a problematic or inadequate health literacy level. Feedback from FGDs with refugee women indicate that many are not aware of the existence of health awareness sessions delivered by MHCs – suggesting that SIHHAT could improve its public communications regarding these events.

In summary, Syrian refugees continue to intensively use the migrant health services provided by the MoH with EU support and continue to be generally satisfied with these. According to the SIHHAT MHS, three-quarters of respondents reported having ‘good or very good’ health status. However, it is not clear to what extent their overall health management is improving given the serious deterioration in their economic situation over the last 18 months. For example, as coping strategies, they are cutting back on any avoidable health expenditure and are consuming less nutritious food. Additionally, the major problems experienced in finding affordable and safe accommodation may be having a negative impact on some refugees’ health status.

RF level	Result Statement	Rating
<b>Health</b>		
Long Term Outcome	Refugees and host communities access and receive quality healthcare services in the public health system	Good
Intermediate Outcome	1. Increased availability and accessibility of quality healthcare services in high-refugee concentration provinces	Good
	2. Improved health literacy and health-seeking behaviours of refugees	Average
Output	1. Quality healthcare services are delivered through Facility-supported primary level healthcare facilities	Good
	2. Quality healthcare services are delivered through Facility-supported secondary level healthcare facilities	Good
	3. Improved healthcare staffing level and quality in high-refugee concentration provinces	Average
	4. Increased healthcare service infrastructure capacity in high-refugee concentration provinces	Weak
	5. Increased level of refugees’ awareness and knowledge relating to health-seeking behaviour and local healthcare provision	Average



## Protection

The need to provide protection services to vulnerable refugees continued to increase during the first half of 2023. The February earthquakes resulted in many refugees losing family members, belongings, housing, and jobs, further exacerbating their already precarious situation and seriously affecting their physical and mental health. The EQs also triggered large internal migration flows – both for refugees and host communities – which have further increased levels of vulnerability. Furthermore, the downturn in the economy and resulting deterioration in the ability of unskilled Turkish workers to find decent work and to manage their household economies has led to a further reduction in the level of tolerance and acceptance of the refugee community by the host community in many areas. As a result, the level of social tension between the host communities and refugees has further increased in many cities and neighbourhoods. The provision of refugee registration services was also negatively affected by the EQs – complicating an already difficult situation for refugees in many provinces in getting their registrations updated.

To-date, the EU refugee support programme’s implementing partners (IPs) have made more than 1.6 million referrals to external service providers for over one million refugees, with almost a third (29%) of the referrals made for protection services. A large proportion of the referrals were made to social assistance services (25%) and to education services (22%). Many of the referrals are related to the psychological impact of the EQs on children and families. The EQs’ effects on housing, family incomes and parents’ and children’s mental health have reportedly led to increased issues with school attendance and appear to have led to increased numbers of children dropping out of school in the affected provinces.

By the end of June 2023, over 2.7 million refugees (87% Syrian) had benefited from more than 4.8 million protection services with EU support. A significant increase was observed in the delivery of individual psycho-social support (PSS) services in the first six months of 2023, with information counselling constituting 20% of the services, followed by individual PSS (12%), legal assistance (11%) and group PSS (10%). Despite the flexibility provided by the GoT to refugees in terms of permitting temporary relocation to provinces outside the EQ zone, uncertainty continues to prevail regarding

their future and the likely duration of their stay in those provinces. This greatly affects their decision-making with regard to accessing basic services.

The PMM continued to receive EU refugee programme support for institutional capacity strengthening during the first half of this year with the provision of support to the Provincial Directorates for Migration Management (PDMMS) in 63 provinces through the UNHCR-implemented projects. With a total of 665 staff employed, the target for GoT staff employment support has been achieved. Furthermore, over the first six months of 2023 the number of Ministry of Family and Social Services (MoFSS) Social Service Centres (SSCs) upgraded increased by 62, bringing the total to 142. A recent external review mission conducted to one of the EU-financed MoFSS projects reported that the majority of the beneficiaries were referred to SSCs and Day Care Centres (DCCs) by relatives, neighbours or acquaintances and all expressed their satisfaction with the services received.

The provision of assistance to refugees with their I.D registration activities continues to be a fundamental aspect of protection efforts, as it legalises the status of refugees and facilitates their access to critical services. Refugees continue to report experiencing great difficulty getting their registration documents updated following changes in their living conditions or family status. The reported quality of service provided by the PDMMS also appears to vary significantly between provinces.

The recent policy changes relating to the ‘closure’ of many neighbourhoods for the registration of refugees as residents appears to have significantly contributed to the worsening of the economic conditions of a large number of refugees as many landlords have exploited the situation to substantially increase monthly rents for refugees, both in closed and open neighbourhoods. This has been compounded by the increased levels of demand for housing caused by the internal migration resulting from the earthquakes. The net result of this is increased levels of use of single dwellings by multiple households or large extended families, and a greater need for children to travel relatively large distances to school, with the additional transport costs which this entails. In summary, the Syrian refugee population appears to be experiencing a major housing crisis which is impacting their levels of physical and mental health and their levels of access to services. This phenomenon will need to be closely monitored over the coming reporting periods.

RF level	Result Statement	Rating
<b>Protection</b>		
Long Term Outcome	Vulnerable refugees are protected and integrated into government systems (of services provision)	Average
Intermediate Outcome	Increased access to quality protection, social, and other services for refugees and other vulnerable persons	Good
Output	1. Increased level of awareness of refugees of their rights and obligations and the availability of protection, social and other services	Good
	2. Vulnerable refugees are identified, assessed, and referred to relevant protection, social and other services	Good
	3. Protection services are provided to vulnerable refugees according to their needs	Good
	4. GoT institutions are supported to strengthen their capacity to deliver social assistance and protection services to refugees and other vulnerable persons	Good



## Basic Needs

The first half of 2023 witnessed a further reduction in the ability of refugee families to cover their essential monthly expenditure requirements (or basic needs). The rapid rises in rental costs and in the price of utilities, food, transport and other essentials have significantly worsened what was already a difficult situation. The earthquakes in February affected approximately 1.8 million refugees, including 47% of all Emergency Social Safety Net (ESSN) and Complementary-Emergency Social Safety Net (C-ESSN) beneficiaries. The loss of livelihood opportunities in the earthquake-affected areas appears to have led to a rapid decline in the number of households that can meet their basic needs. Many refugees from the affected provinces relocated temporarily to other provinces, but once their temporary permits to reside outside their provinces of registration had expired, they were obliged to return – some to damaged buildings, some to shared accommodation with other families and some to living in tents.

In July 2023, a new MoFSS and Turkish Red Crescent (TRC)-implemented programme – the ‘Social Safety Net to Refugees in Türkiye’ programme (SSN) – began its operations with monthly cash payments starting in August. In December 2023, the C-ESSN project will close and cash transfer payments will be handled only by the SSN project, which will provide cash support to all categories of vulnerable refugees. The SSN programme will cover the two previous areas of beneficiary focus – the vulnerable (equivalent to the previous ESSN beneficiaries) and the highly vulnerable (equivalent to the previous C-ESSN beneficiaries) as sub-programmes.

To alleviate the effects of the worsening economic conditions and to reduce the level of use of negative coping strategies, the transfer amounts of both programmes were increased in February 2023 – to 300 TRY per person per month for ESSN beneficiaries and to 450 TRY for C-ESSN beneficiaries. Following the earthquakes, the ESSN reassigned unspent resources to provide additional top-ups for its EQ-affected transfer beneficiaries. Whilst these adjustments have helped, the proportion of refugee households’ essential monthly expenditures covered by the ESSN payments is reported by refugees to have declined – especially in the face of very large increases in monthly rental payments (see above).

The efficiency of management of the ESSN and C-ESSN cash transfer processes appeared to continue to be good. Overall, feedback from interviews with beneficiary groups indicates satisfaction with the assessment and payment system. Some of the problems encountered by beneficiaries are to do with temporary registration – often related to the address verification process conducted by PMM. When a beneficiary resolves its registration problem, it takes 45 days for the ESSN payments to recommence.

The latest round of the ESSN programme’s Post-Distribution Monitoring survey (PDM 17) – based on data collected between May and July 2023 – found that 59% of the beneficiary households of the ESSN cash transfer programme had monthly expenditures which were above the estimated cost of their minimum basic needs. This means that despite the EU support, approximately 41% of ESSN recipient households had monthly expenditures which were below the level required to meet their basic needs. The 59% value is much lower than the 72% reported in the previous FMR for ESSN recipient households (which was based on survey data collected between November 2022 and January 2023). Data is still awaited for the most recent PDM survey conducted for the C-ESSN project beneficiaries (PDM 4).

ESSN’s PDM 17 survey also found that 78 per cent of the ESSN beneficiaries were consuming less preferred or less expensive food as an expenditure reduction strategy; that 35% were spending less on education and that 27% were spending less on their healthcare. It also found that 9% of ESSN beneficiaries withdrew their children from school as a way of reducing their expenditure which confirms the findings from other data sources presented in the Education section above. These data indicate a severe deterioration in the economic conditions of refugee households over the first half of 2023. This trend is confirmed by interviews with refugee groups across several different provinces and socio-economic categories conducted in Qtr 3 2023.

RF level	Result Statement	Rating
<b>Basic Needs</b>		
Long Term Outcome	The ability of vulnerable refugees to meet their basic needs is improved	Average
Intermediate Outcome	Regular resource transfers are efficiently and effectively provided to the most vulnerable refugees to meet their basic needs	Good
Output	Vulnerable refugees receive resource transfers to meet their basic needs	Good



## Livelihoods

Approximately one million Syrian refugees are estimated to be working – largely in the informal sector and in low-skilled occupations with poor working conditions. The remainder of the refugee population consists of people either enrolled in education, performing household and care duties or people who are economically inactive. According to a 2020 International Labour Organisation (ILO) report, 18% of working Syrian refugees were employed in the trade and hospitality sector, 31% were in the textiles sector and 17% were in other industrial sectors. The construction and agriculture sectors, which tend to have more cyclical employment, accounted for 13% and 8% respectively. The report commented that given that approximately 24% of Syrian refugees are between the ages of 19 and 29, young and dynamic refugees offer a potentially valuable resource for the Turkish economy provided that they have a basic education and some useful skills to bring to the labour market.

The earthquakes significantly affected employment opportunities for the host community and refugees – the ILO estimated that they left over 658,000 workers without their livelihoods. Prior to the EQs, refugees were already almost totally dependent on informal work, but it appears that the disaster led to more people chasing fewer informal jobs and hence to more difficulties for refugees in trying to find any kind of paid work.

By the end of June 2023, 66,710 refugees and host community members had completed short-term vocational skills development training with EU refugee programme support. Almost half of this support (48%) consisted of on-the-job training (OJT) programmes. Whilst the number is relatively modest in comparison to the need, several ongoing projects which plan to conduct skills training have not yet begun to contribute to the relevant indicators.

During the first half of 2023, a total of 432 individuals received entrepreneurship training, bringing the target achievement rate to 45%. The overall number of individuals who have received training now exceeds 5,500 (65% male and 35%

female). Syrian refugees represent 74% of the entrepreneurship training beneficiaries, with the remainder being host community beneficiaries.

In terms of enterprise development, only modest progress was made over the first half of 2023 with 319 small and medium-sized enterprises (SMEs) receiving advisory services – bringing the total number of enterprises supported (by the end of June 2023) to 2,496. Of these, 17% were female-led. Despite this progress, the EU refugee support programme target achievement rate remains low at 16%. Host community-owned enterprises benefitted from 70% of the services whilst Syrian refugee-owned enterprises received 29%.

Over the first half of 2023, a total of 170 enterprises received financial and/or material assistance, bringing the total number of enterprises supported to-date to 1,381. Four-fifths (80%) of the enterprises supported were host-community owned. Of the remaining 20%, Syrian-owned enterprises accounted for 19% and non-Syrian refugee-owned enterprises accounted for 1%. The target achievement rate for this indicator stood at 13%, which is low. This is partly due to delayed and ongoing preparatory processes for several enterprise development related activities. The EQs have also partly contributed to this low achievement rate.

Information collected from group interviews with young refugees indicates that even with good levels of Turkish language and relevant technical skills, they face severe challenges when it comes to establishing a small business. Primary amongst these is their inability to benefit from any established SME financing schemes. Almost all potential refugee entrepreneurs are unaware of any sources of financing for micro or SME establishment or expansion. Whilst only very few have heard of the SME Development Organization of Türkiye (KOSGEB), no interviewed refugee had benefitted from its enterprise support services.

Only very modest progress was made in supporting the institutional capacity development of public institutions involved in supporting employability and enterprise development for target beneficiaries. The earthquakes also negatively affected these institutions' service provision to both refugees and host community members because of losses and damage to their facilities and equipment. Around 280,000 buildings, including hospitals and social service centres, were either destroyed or sustained significant damage in the earthquake-affected areas.

Several projects conducted activities during the first half of 2023 aimed at raising awareness and enhancing the capacity of companies to hire and effectively integrate refugees into their workplaces. Over 1,450 companies were reached during this period. Topics covered included how to apply for work permits for refugees, how to leverage opportunities for exporting to Arabic-speaking countries and how to work with Syrian entrepreneurs in the business supply chain.

According to the refugee support programme's monitoring system, the EU support has resulted in 19,244 people obtaining employment or significantly improving their jobs to-date. By the end of June 2023, the target of almost 34,000 was 57% achieved. Approximately 55% of those benefitting from new or improved jobs were Syrian refugees with the remainder being host community beneficiaries, and 87% were male. However, only 303 new or improved jobs were reported in the first two quarters of 2023 which is very modest. This is due to implementation delays in ongoing projects and delays in new projects getting up to speed. In the first half of 2023, there was no new employment data reported for the İŞKUR-supported project and hence the total number of people obtaining jobs to-date via İŞKUR remained at 18,174.

The EU refugee support programme has made only limited progress in supporting the establishment and expansion of refugee and host community-owned enterprises. The current target achievement rate stood at 9% by the end of June 2023 with 632 enterprises established or expanded. Almost 52% of this number relates to the expansion of existing enterprises, whilst the rest relates to newly established ones. Almost 58% were refugee-owned and the remainder host-community-owned enterprises. However, while some projects contributing to the target are facing delays in implementation, four other projects have not yet reported any data.

In terms of the contribution of enterprise development to job creation, only one project reported data for the first two quarters of 2023 – adding 1,160 new jobs to the RF's cumulative total of 5,348 jobs (only 20% of the target of almost 27,000 jobs). Four projects have not yet reported data because they are currently finalising activities related to support provision, although this should ultimately result in job creation.

An additional 457 refugees were registered with İŞKUR with support from the EU in the first half of 2023, bringing the total to 72,364. Many more men were registered (81%) than women. However, it should be noted that feedback obtained from FGDs conducted with refugees in several provinces over the last two years indicates that most Syrian refugees who register with İŞKUR have received very few or no job offers.

RF level	Result Statement	Rating
<b>Livelihoods</b>		
Long Term Outcome	Improved income-generation opportunities for refugees and host communities in high-refugee concentration provinces	Weak

RF level	Result Statement	Rating
<b>Livelihoods</b>		
Intermediate Outcome	1. Increased level of employability of refugees and host community members in high-refugee concentration provinces	Weak
	2. Increased level of enterprise start-up and expansion by refugees and host community members in high-refugee concentration provinces	Weak
	3. Increased effectiveness of GoT in delivering employment support services to refugees and host community members in high-refugee concentration provinces	Weak
Output	1. Employability capacity development and support services provided to refugees and host community members	Average
	2. Enterprise development support services are delivered to refugee and host community entrepreneurs and their enterprises	Average
	3. Strengthened capacity of government and non-government institutions providing employment and enterprise development services to refugees and host community members	Average
	4. Increased awareness and capacity of the private sector to promote employability and enterprise development for refugees and host community members	Good



## Municipal Infrastructure

The government's 'Türkiye Earthquakes Recovery and Reconstruction Assessment' estimated that the damage to municipal services in the 11 earthquake-affected provinces was around USD 302 million.

Only two EU-supported projects have been completed to-date in the water supply and sanitation area – a wastewater treatment plant in Hatay and a solar drying (of waste from sanitation) facility in Kilis. Both facilities are currently in operation. The EU refugee support programme has financed an additional 32 new water supply and sanitation facility sub-projects – either new constructions or the upgrading of existing facilities – benefitting some 17 municipalities, mostly in the South-East. At the end of June 2023, a total of 20 of these were still at the design and contracting stage of the construction process. For water supply and sanitation sub-projects taken together, the average sub-project completion rate increased from 27% to 31%.

By the end of the first half of 2023, the construction of six solid waste management (SWM) facilities had been completed and all were operational. Four additional SWM facilities are currently being developed, all of which were at the design and contracting stage. The relatively slow progress experienced was originally attributed to the COVID-19 pandemic, urban planning issues and project procurement-related factors, but the situation was further aggravated this year by the EQs. The average completion level of the SWM facility sub-projects remained unchanged at 67% at the end of June 2023.

The EU-financed municipal sports and recreational services improvement project originally planned to construct a total of 28 recreational facility sub-projects in 12 provinces. However, due to the rapidly increasing costs of construction, the budget is now only expected to cover 22 sub-projects. The average completion rate of the ongoing sub-projects remained at 43% at the end of June 2023.

There were no reports of the earthquakes having significantly damaged any of the above-mentioned EU refugee programme supported infrastructure works.

RF level	Result Statement	Rating
<b>Municipal Infrastructure</b>		
Long Term Outcome	The capacity of supported municipalities to provide essential municipal services is maintained or improved	No data
Intermediate Outcome	Refugees and host communities in selected municipalities have improved access to safely-managed water supply, sanitation, solid waste management and recreational services	Weak
Output	1. The capacity of the water supply and sanitation system in selected municipalities is increased in response to increased needs	Average
	2. The capacity of the solid waste management system in selected municipalities is increased in response to increased needs	Average
	3. The capacity of recreational facilities in selected municipalities is increased in response to increased needs	Average



## Migration Management

Following the completion of the two projects supported in the early stages of the EU refugee support programme, two new migration management-related projects began implementation in the first half of 2023. One of these is focused on strengthening the PMM’s irregular migrant removal centres and the other on strengthening airport security systems. Both projects are still in their early implementation phases.

The results monitoring framework of the EU support to refugees in Türkiye is currently being updated and this will include a strengthened Migration Management Priority Area.

RF level	Result Statement	Rating
<b>Migration Management</b>		
Intermediate Outcome	Irregular migrants are received, hosted, and processed in safe and dignified conditions	No data
Output	Migration management capacity increased	Too early to rate progress



## Cross-Cutting (Turkish Language and Social Cohesion)

During the first half of 2023, only 1,389 refugees completed a Turkish language course with EU refugee programme support. All course participants were Syrian refugees and almost two-thirds were female (65%). About 82% of courses were delivered through MoNE’s Public Education Centres (PECs). Of those who completed courses, almost half (45%) completed beginner-level courses (A1), while 28% completed A2-level courses. The overall target established for this indicator (just over 73,000) is very modest considering the size of the refugee population in the country. Since the start of the provision of Turkish language training support to adults, some 57,818 adults have completed courses – which is low in relation to the potential demand.

Preliminary findings from the 2023 round of group interviews with refugees indicate that only about 25% of Syrian adults have a reasonably good level of Turkish, whilst the remainder are in need of additional support to be able to function adequately and to build meaningful relationships with local Turkish people. It has also been found that those refugees with a reasonable to good level of Turkish tend to form better relationships with neighbours and are able to find work more easily and to build positive relationships with their Turkish colleagues in the workplace. Speaking Turkish also helps refugee parents to better monitor their children’s progress at school and to communicate with their teachers and other school staff. Both refugee and host community member participants in FGDs conducted in 2022 felt that the lack of Turkish language proficiency amongst the refugee population is the main barrier to integration and social cohesion between the two communities. It should therefore be prioritised by the EU in any future support programming exercises.

During the first half of 2023, almost 21,942 refugees and host community members participated in social cohesion events to improve inter-community understanding and relations. Whilst progress may have been made in the conduct of activities to promote improved interaction between the refugee and host communities, the general context has deteriorated markedly over the last 12 months – potentially significantly undermining the positive effects of this work. Many Syrian refugee parents cite bullying and discrimination at school as one of the main reasons for no longer sending school-age children to school. Adult refugees similarly report experiencing a clear deterioration over the last 12 months in the quality of treatment they receive from host community members in their neighbourhoods, in public transport, parks and on the streets – resulting in increased levels of discomfort and perceived physical insecurity.

RF level	Result Statement	Rating
<b>Cross-cutting</b>		
Output	1. Increased access of refugee adults to Turkish language training	Weak
	2. Opportunities created for improved social interaction between refugees and their host communities	Average

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## B. Introduction

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This is the twelfth biannual Monitoring Report produced to inform stakeholders of the progress made to-date by the programme of 'EU support to refugees in Türkiye' (formerly known as the Facility for Refugees in Turkey)<sup>5</sup>. The Monitoring Reports aim to provide an overall assessment of the performance of the EU support to refugees in Türkiye in achieving its objectives as summarised in the support programme's Results Framework (RF)<sup>6</sup>. The RF consists of 43 results which are expected to be achieved through the EU support programme's investments. These results include outputs and outcomes for each of the priority areas as well as the overall impact. Figure 1 below presents the intermediate and long-term outcomes and impact results<sup>7</sup>. The outputs (together with the outcomes) are presented in separate priority area results chains in each of the priority area chapters.

The support programme portfolio, including both currently ongoing and completed ones, is made up of 153 projects – 109 of which are completed and 44 were ongoing at the end of June 2023<sup>8</sup>. Progress and performance data from all 153 projects have been incorporated into the support programme's monitoring and reporting system. This report presents a summary analysis of this data and related performance information.

Although some of the EU refugee support programme's projects have coverage across all 81 provinces of Türkiye, most are focused on those provinces which have a particularly high concentration of refugees. The 35 'high-refugee-concentration' provinces are indicated in Figure 2 below<sup>9</sup>.

## C. Methodology and Report Structure

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### Data Sources

The EU refugee support programme's performance monitoring system obtains its data and information from four main sources: 1) Implementing partners' (IPs) quarterly reports on the overall support programme's RF indicators; 2) Turkish national statistics published by the Turkish Statistical Institute (TÜİK); 3) Reports or studies published by a range of institutions such as the Government of Türkiye, UN agencies and other international development agencies, academia, NGOs and research institutes; 4) the qualitative data-based survey (Provincial Facility Effectiveness Assessments (PFEA))<sup>10</sup>. In addition to these, insights on the overall progress of EU support to refugees in Türkiye are obtained from the reviews which are conducted on average once per year of the projects which are managed by DG NEAR and the EU Delegation in Ankara as well as from the project monitoring visits conducted by DG ECHO Field Office staff (for the projects funded under the humanitarian strand)<sup>11</sup>.

The RF's results are tracked using 123 indicators – 68 of which are indicators of RF output achievement, 47 are intermediate or long-term outcome indicators and eight are overall impact indicators. The intermediate and long-term outcomes and impact are presented in Figure 2 below. For the new data (covering Qtr 1 and Qtr 2 of 2023) incorporated into the 12<sup>th</sup> FMR data has been obtained for 112 indicators, with data unavailable for 10 indicators due to various reasons such as unreported progress or unavailable data from the relevant ministries.

As with previous reports, the FMR presents the progress made across all seven priority areas and for the two cross-cutting outputs. The impact result is monitored using eight indicators. During the reporting period, data was obtained for several of these. This data is not presented separately but has been incorporated into the relevant priority areas chapters.

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5 The previous FMRs covered the projects funded under the EU Facility for Refugees in Turkey ('the Facility'). The EU refugee assistance now includes post-Facility projects as well, and both types of projects are directly contributing to the achievement of the results presented in the Results Framework. In the current report both types of support are together referred to as 'EU support to refugees in Türkiye'. Where appropriate (for readability) purposes, reference is also made to 'the EU programme of support to refugees' and the EU refugee support programme.

6 For reasons of brevity, this report uses the term 'refugee' to refer to both Syrians under Temporary Protection (SuTPs) and Persons under International Protection (PuIP). The Government of Türkiye (GoT) does not accept the use of the term 'refugee' to refer to SuTPs or PuIPs. The report uses the term 'Syrian refugees' to refer to SuTPs.

7 The output results are presented in each of the priority area chapters of this report.

8 The portfolio of EU support to refugees in Türkiye is continuously changing as some projects are completed, new ones started and some existing ones have their implementation periods extended. This number is valid as of 30<sup>th</sup> June 2023.

9 The map shows the provinces with high concentrations of Syrian refugees as PMM publishes this data. It does not take account of the non-Syrian refugee population as PMM does not regularly publish data on this.

10 The PFEA is a qualitative survey based on Focus Group Discussions (FGDs) with refugees and host communities.

11 The periodic reviews of the development strand projects are conducted by SUMAF - the monitoring and reporting technical assistance project supporting the EU refugee assistance programme.

## Data Quality Checking

The monitoring and reporting system includes the use of a number of mechanisms aimed at ensuring its reliability such as: providing full and updated meta-data for all indicators (and orientations to project reporting teams); using a range of electronic and manual checks on data completeness and data coherence (with previously reported data and with similar or linked indicator data); reviewing the progress narratives accompanying the reported data and triangulating the reported data with data obtained from other sources. For each quarterly RF reporting round, SUMAF communicates with IPs – both in writing and through meetings – to resolve any inconsistencies or unexplained anomalies identified in the data. As part of its project monitoring missions, SUMAF also seeks to review the full data management system used by IPs for a selection of those indicators which are contributing to the RF indicators<sup>12</sup>.

Some notes are presented below on the manner in which indicator data is reported in the ‘dashboard figures’ in the main chapters of this report:

**‘Indicator type’** – A ‘cumulative’ indicator (C) reports the total value of an RF indicator since the start of the EU refugee support programme. An ‘incremental’ indicator (I) reports the change in the value of the indicator since the last report (i.e. the increment over the last six months). A ‘snapshot’ indicator (S) reports the current value at a particular point in time within a specific reporting period.

It should be noted that in the reporting system there are indicators which require the reporting of unique beneficiaries or facilities. In these cases, the cumulative indicator type is used as the incremental type brings a greater risk of double-counting.

**‘Progress over time’** – The ‘Progress over time’ chart shows the evolution or trend in the value of a particular indicator over multiple quarters and reporting periods. No ‘Progress over time’ trendlines are included in the dashboards presented for each result in the main chapters of this FMR for some snapshot indicators. In these cases, the quarter and year for which the value is reported are presented in place of the trendline chart (e.g. Qtr 3 2020).

## Structure of the Report

The report covers the whole period from the establishment of the Facility for Refugees in Turkey in 2016 to the date of submission of the latest quarterly reports (Qtr 2 2023) by the project implementing partners (IPs) and focuses particularly on the additional progress made since the last (11<sup>th</sup>) FMR – i.e. during the first half of 2023<sup>13</sup>. To limit the size of the report, the monitoring report focuses on the progress made in achieving the RF results and does not systematically report on every indicator in the RF. The reader is referred to the annex to the main report to obtain more detailed information on each indicator including disaggregations by gender, province and other aspects. The FMR also includes updates on the contexts for each priority area together with any significant changes in the support strategies which should be brought to the reader’s attention.

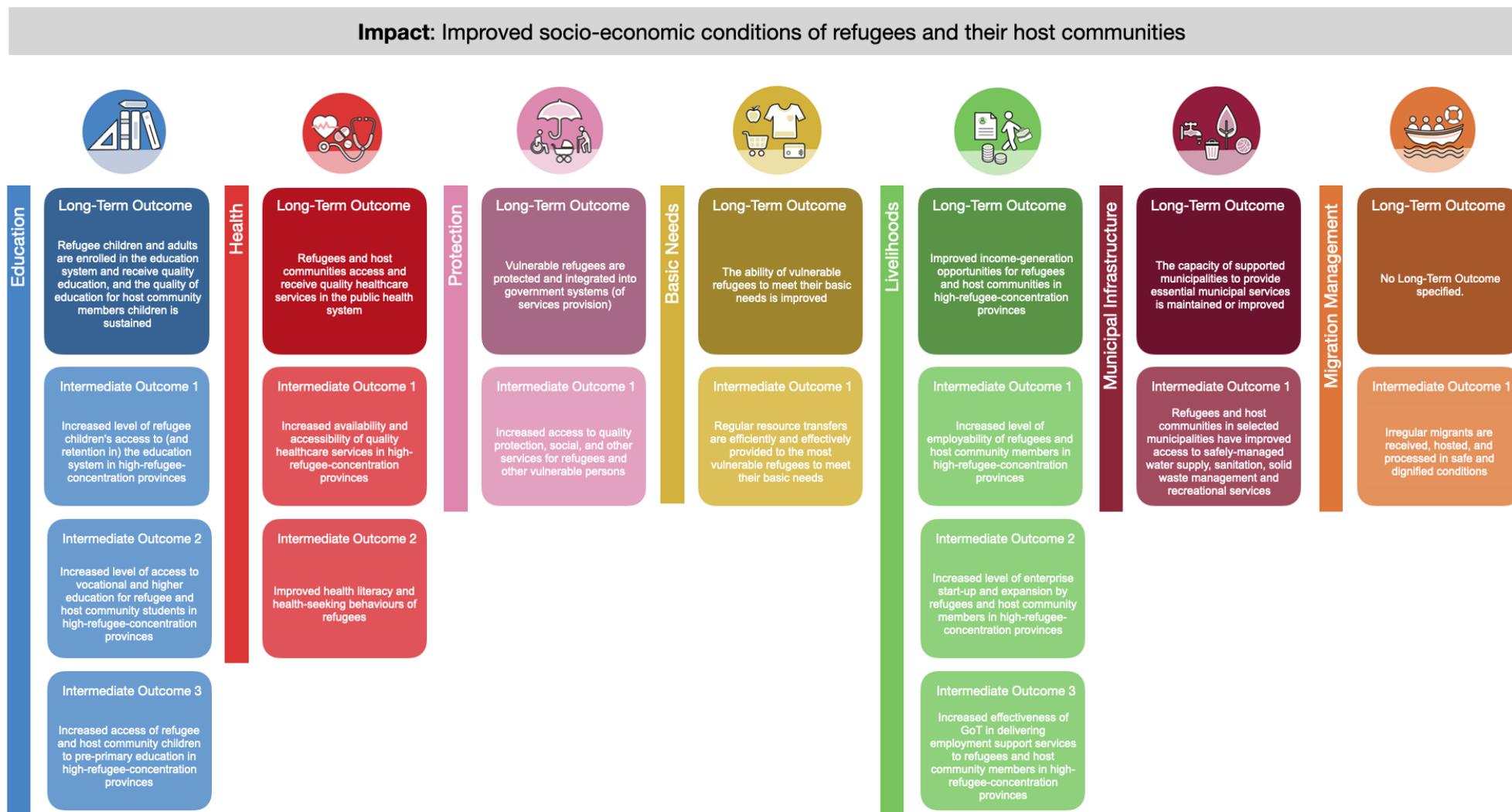
At the end of each result achievement assessment section there is an overall rating and a performance score (Red – Weak; Amber – Average; Green – Good). These scores are intended to provide the reader with a quick understanding of the performance of the EU support to refugees in Türkiye in achieving the result to-date. The performance over the last six months is also taken into consideration when assigning the ratings. The following legend explains the meaning of each performance rating.

Good	‘Good’ means that good progress is being made towards the achievement of the result target and that it is likely that the overall EU support to refugees programme target will be met.
Average	‘Average’ means that reasonable progress is being made towards the achievement of the result target, but that there is concern that the overall EU support to refugees programme target may not be met and that measures should be undertaken to ensure that the targets are achieved within the established timeline.
Weak	‘Weak’ means that less than satisfactory or poor progress is being made towards the achievement of the result target and that corrective measures should be urgently undertaken to enable the target to be met within the established timeline.

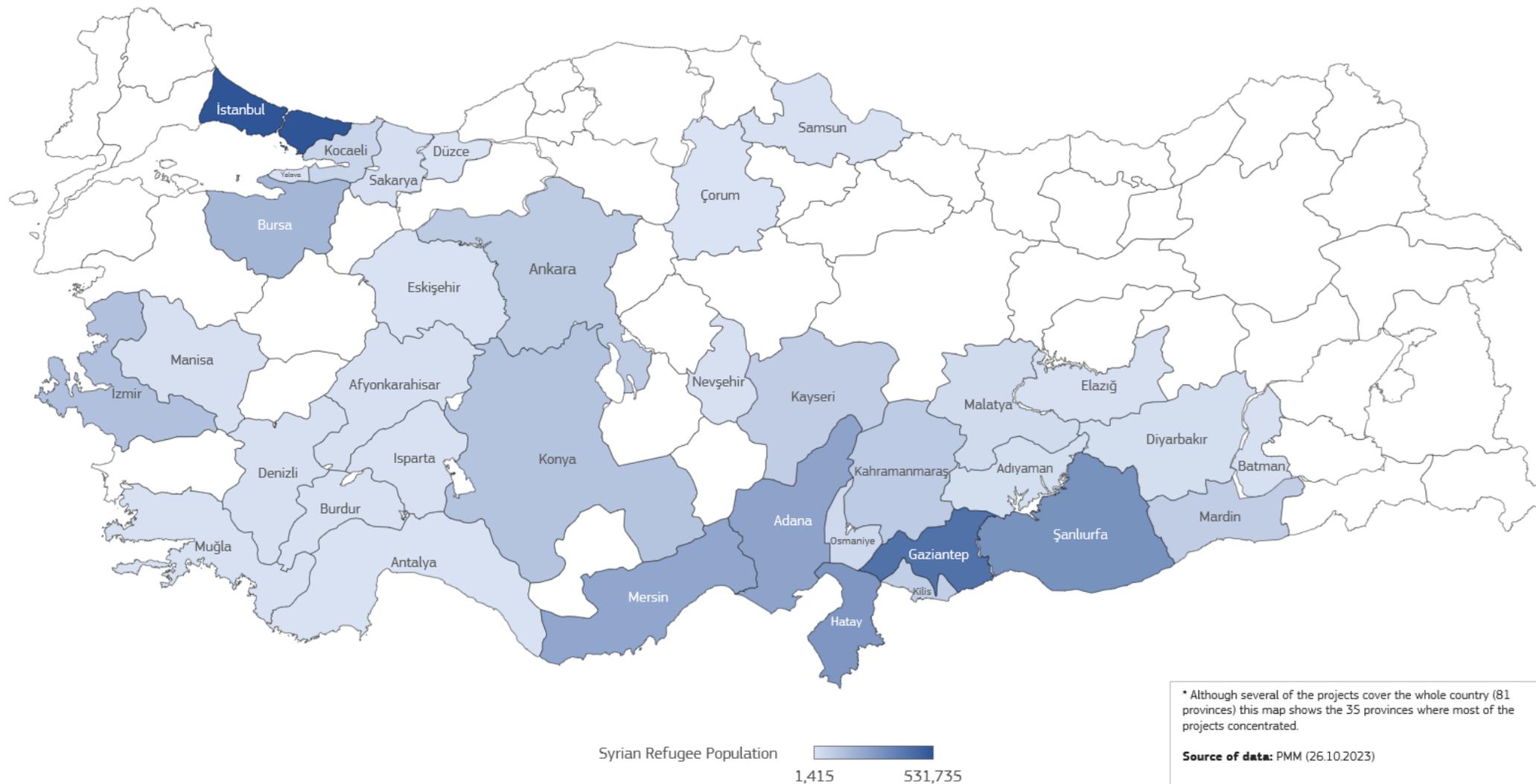
<sup>12</sup> SUMAF does not have the mandate or ability to gain access to all IP data sets and systems, it is therefore obliged to work with the data supplied by the IPs.

<sup>13</sup> The previous FMR was produced in June 2023 and reported on data up to the end of December 2022.

Figure 1: Overall Theory of Change



**Figure 2: Programme-focused high-refugee-concentration provinces**



## D. Results Achievement Progress

### 1. Education

The 6<sup>th</sup> of February 2023 earthquakes (EQs) caused widespread destruction and displacement in the southeast of Türkiye where almost half of the Syrian refugees live. Many teachers and students were displaced, and schools were damaged or temporarily used to facilitate delivery of assistance to earthquakes survivors, resulting in suspension of classes. By April, classes had resumed in all affected areas although attendance rates in provinces with the most damage were low, ranging from 35% to 50%<sup>14</sup>. Available data does not indicate if low attendance is the result of students attending school in other provinces or if they have temporarily or permanently dropped out of school. Some displaced families reported that they have had difficulties enrolling their children at new schools because they were not registered in the province<sup>15</sup>. Even before the earthquakes, families reported that the distance from their home to schools (with available places) and costs related to attendance were a barrier to enrolment and these issues have been exacerbated<sup>16</sup>.

The Ministry of National Education (MoNE) reopened schools as soon as it was feasible, with some classes held in tents, containers or online, but the education of hundreds of thousands of children was disrupted. Initial assessments indicated that 7% of educational facilities were destroyed or in need of immediate demolition, 4% of buildings were moderately damaged and 31% were lightly damaged. It was estimated that the cost of rebuilding assessed sites would be at least EUR 1.8 billion<sup>17</sup>. Large scale temporary or permanent migration to provinces outside of the earthquakes zone made it difficult for MoNE to plan staffing, infrastructure and funding needs at provincial level or provide the additional academic and psychological support needs for children affected by the earthquakes<sup>18</sup>.

In addition to the challenges posed by the EQs, continuing increases in the cost of living and further deterioration in the economic situation of refugee households appear to be leading to increased difficulties for families in terms of their ability to send their children to school. The Turkish Institute of Statistics reported an overall consumer price index increase of 57% from June 2022 to July 2023 with increases of 43% for education and 52% for transportation<sup>19</sup>. For vulnerable refugee families and especially for those already economically impacted by the earthquakes, these factors are especially likely to affect education participation. Research indicates that 15% of families surveyed in EQ-impacted provinces reported withdrawing children from school or sending them to work as a strategy to cope with reduced income levels. Whilst the problem of school-age children being out-of-school has undoubtedly been aggravated by the earthquakes, qualitative data collected from non-affected provinces clearly indicates that it is the severely deteriorated income and spending power of refugee families which is the greatest contributor to children dropping out of school<sup>20</sup>.

The issues of bullying of refugee children in school by their peers and of insensitive treatment of refugee children by teaching staff is reported by refugee families to have worsened over the last year and these issues (combined) probably now constitute the second most important reason for children withdrawing, or being withdrawn from school. This issue has been highlighted for some time now by several agencies working with the refugee population<sup>21,22</sup>.

#### Education Support Strategy

The Education Priority Area support strategy aims at addressing the specific barriers to participation in education by refugee children and ensuring the quality of education for both refugee and host community students in provinces with a high proportion of refugees. The strategy covers early childhood, primary, lower and upper secondary education and combines the provision of additional teaching support with the provision of logistical and material assistance designed to facilitate children's attendance and retention in school. Output 1 (see Figure 3 below) relates to the provision of academic

14 UNOCHA. 2023. Türkiye: 2023 Earthquakes Situation Report No. 17. Accessed August 2023.

15 Syrian refugees cannot access government services in provinces which are different to that in which they are registered. They also cannot travel out of their registered province without a permit. However, the Government of Türkiye temporarily suspended these regulations following the earthquakes.

16 IFRC. 2023. Back at Rock Bottom: Refugees Escaping Yet Another Disaster. Accessed August 2023.

17 Calculations based on data from Presidency of Strategy and Budget (SBB). 2023. Türkiye - Earthquakes Recovery and Reconstruction Assessment. Accessed August 2023.

18 International Federation of Red Cross and Red Crescent Societies, 2023. ACAPs Thematic Report: Türkiye - Beyond the Rubble: A Situation Analysis 120 Days after the Earthquakes. Accessed August.

19 Turkish Institute of Statistics. 2023, Consumer Price Index, July 2023. Accessed August 2023.

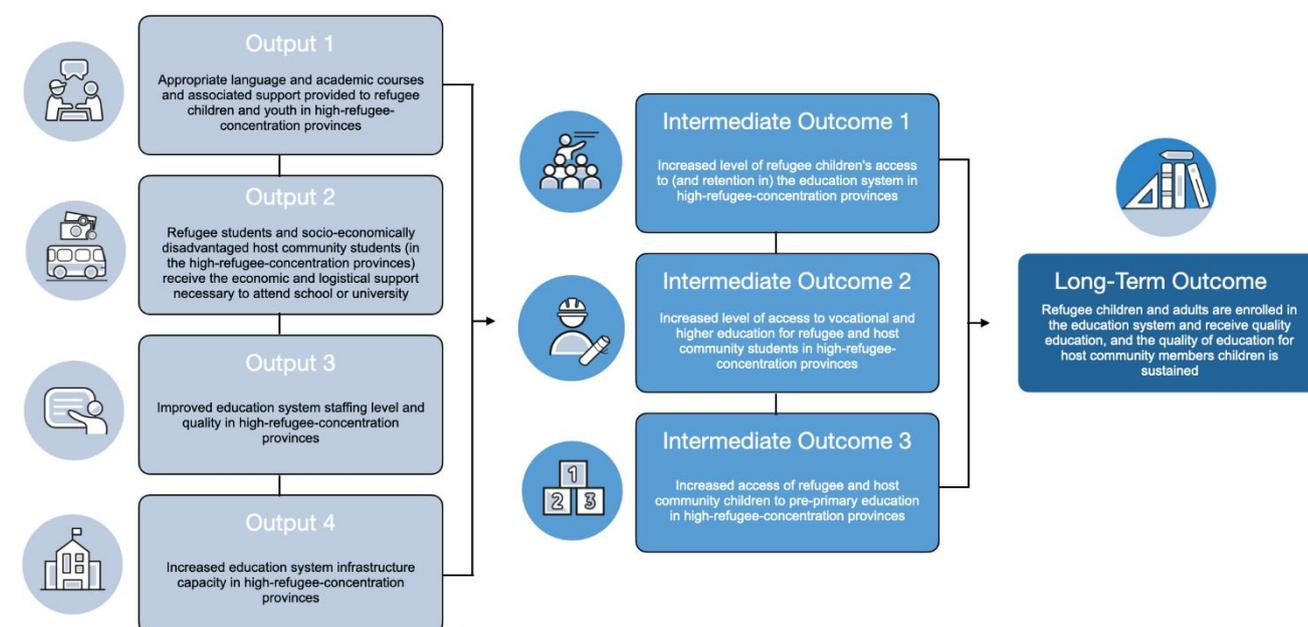
20 IFRC. 2022. Evaluative Learning Study for Phase III of the Social Safety Net (ESSN) Assistance for Refugees in Turkey. Accessed September 2022; SUMAF Provincial Facility Effectiveness Assessment – Sept-Oct 2023 – preliminary findings.

21 Inter-agency Protection Working Group. 2022. Interagency Protection Needs Assessment, Round 6 (p.5). 25% of survey respondents said that their school-aged children were not attending school. The two main reasons given were 'deteriorated socio-economic circumstances' and 'peer-bullying'. Accessed June 2023.

22 SUMAF: Focus Group Discussions (total 18) held with Syrian refugees in Ankara, İzmir and Adana in October 2023.

and Turkish language teaching support in schools; Output 2 ensures the provision of logistical and financial support to help families send their children to school; Output 3 is about ensuring an appropriate number and capacity of education staff to implement the support strategy, and Output 4 covers the strengthening of educational infrastructure and learning environments. The EU refugee support programme's strategy is implemented through a range of projects implemented by different implementing partners. However, the Promoting Inclusive Education for Kids in the Turkish Education System (PIKTES+) programme, financed and overseen directly by the EU and implemented by the Ministry of Education (MoNE), is the centrepiece of the strategy. Most of the other projects are focused on school infrastructure development and are indirectly managed via international financial institutions.

Figure 3: Education Priority Area Intervention Logic



### Output 1: Appropriate language and academic courses and associated support provided to refugee children and youth in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
E-Ot.01 Number of refugee children provided with catch-up training with Facility support	C	137,377	0	150,981	150k Q2/2023	110%
E-Ot.02 Number of refugee children provided with back-up training with Facility support	C	132,000	0	144,157	140k Q2/2023	109%
E-Ot.03 Number of refugee children provided with one or more Turkish language courses with Facility support	S	0	0	51,394	51k Q2/2023	Target not set
E-Ot.04 Number of refugee and host community children provided with pre-primary education with Facility support	C	264,604	0	174,958	0	66%
E-Ot.05 Number of refugee children provided with non-formal education with Facility support	C	39,450	0	41,030	0	104%
E-Ot.06 Number of refugee children provided with Arabic language courses with Facility support	S	0	0	3,585	3.6k Q2/2023	Target not set
E-Ot.07 Number of refugee students provided with psycho-social support services with Facility support	S	0	0	54,730	55k Q2/2023	Target not set

### Result Achievement Assessment

**Turkish language teaching:** While most of the refugees in primary school were born and grew up in Türkiye, a significant number still do not have the level of proficiency in Turkish required to be able to fully benefit from their schooling. This can be due to a number of different factors, including the language learning losses associated with the COVID-19 pandemic; refugee children not interacting sufficiently with their Turkish peers; and the inability to use the language outside of classes due to low levels of social cohesion (both inside and outside of school). Parents regularly raise the

issue of their children needing more support from their schools in strengthening their Turkish language skills to enable them to successfully follow their academic programmes<sup>23</sup>. Such support also helps improve social cohesion within schools.

**Psychosocial support (PSS) services:** PSS is also a critical need - even before the EQs many refugee children were experiencing stress associated with uncertainty and bullying and post-earthquakes assessments indicate that children who survived need support to cope with trauma, loss and displacement<sup>24,25</sup>. The PIKTES+ project provided in-school psychological support to 54,730 refugee children during the second quarter of 2023, and this included both group activities and one-on-one counselling. PIKTES+ and Conditional Cash Transfer for Education (CCTE IV) projects additionally provided targeted psychological support and child friendly spaces to children in earthquake-affected areas, although these activities are not counted in the relevant indicator (E-Ot.07).

**Catch-up and back-up teaching** The number of refugee children receiving additional academic support in the form of either catch-up classes or back-up (remedial) classes continued to increase with a total of 150,981 children having benefitted from catch-up classes (covering a range of subject areas) since 2017 and just over 144,000 having benefitted from back-up classes – just over 45,000 of whom were participating in classes in 2023. Of the over 51,000 students benefitting from Turkish language courses in the first half of 2023, over 30,000 benefitted from Adaptation classes and almost 21,000 received additional Turkish classes<sup>26</sup>. The number of children participating in Turkish language classes varies by quarter because different learning activities are offered at different times of the year.

Approximately 175,000 children have been provided with pre-primary education to-date – representing a 66% target achievement rate (target: 265,000).

Overall rating **Good**



## Output 2: Refugee students and socio-economically disadvantaged host community students (in the high-refugee-concentration provinces) receive the economic and logistical support necessary to attend school or university

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
E-Ot.08 Number of refugee children enrolled in schools whose family have received Conditional Cash Transfer for Education (CCTE)	C	815,000	0	895,994	 900k Q2/2023	 110%
E-Ot.09 Number of refugee and host community students who received (Facility-supported) scholarships to attend TVET or higher education institutions	C	112,930	0	54,969	 55k Q2/2023	 49%
E-Ot.10 Number of refugee and host community students who received (Facility-supported) in-kind support necessary to attend education institutions	C	1,136,240	0	3,465,984	 3.5M Q2/2023	 305%
E-Ot.11 Number of students provided with (Facility-supported) transportation services to attend education institutions	S	0	0	26,216	 26k Q2/2023	Target not set

### Result Achievement Assessment

**Vocational education and higher education:** EU refugee programme support has funded upper-secondary vocational education and higher education studies for almost 55,000 students including 21,103 additional young adults who attended vocational education during the first six months of 2023. This includes Syrian and non-Syrian refugees and vulnerable host community members - 52% of students were female and 48% male. The ESPS (Education Support for Perspective Students) and BEURs (European Union Scholarships) projects will begin providing scholarships, stipends and academic support for refugee and host community students enrolled at universities in September 2023.

**Conditional Cash Transfer for Education (CCTE):** Conditional cash transfers from the four rounds of the CCTE project have supported approximately 900,000 refugee students since March 2017. With the transition from CCTE III to CCTE IV (which started in late 2022), project implementation responsibility passed from UNICEF to the Ministry of Family and Social Services (MoFSS). The CCTE support includes bimonthly cash transfers (conditional on children meeting MoNE attendance requirements) and supplemental payments made before each semester to support the purchasing of school

23 Source: Focus Group Discussions conducted by SUMAF for the EUD in multiple provinces in 2022 and 2023.

24 Inter-agency Protection Working Group. 2022. Interagency Protection Needs Assessment, Round 6.

25 International Federation of Red Cross and Red Crescent Societies, 2023. ACAPs Thematic Report: Türkiye Beyond the Rubble: A Situation Analysis 120 Days after the Earthquakes.

26 EU support to refugees benefits refugees, including Afghans, Iraqis, Palestinians, Somalis and Yemenis.

materials. Payments vary by educational level and gender, with upper secondary school girls receiving the highest amount. The now completed CTE III project included a successful child protection component which enabled social services to identify and respond to children at risk. This has been continued under the current CTE IV project.

**In-kind support:** In-kind support has been provided to children from pre-primary to upper-secondary levels for formal education, vocational education and open and distance learning programmes. This included a broad variety of support: food vouchers, uniforms, vocational education materials, school materials, e-books and printed books. The PIKTES+ project provided 170,000 school-kits to children in earthquake-impacted provinces to support their return to education. The project has also developed Turkish learning materials including songs, dictionaries, textbooks and colouring books to be distributed when classes begin in September.

**Transportation services:** Several projects contributed to providing free transportation services for 26,216 students in Qtr 2 of 2023, with support focused on lower and upper-secondary school refugee and host community students, including vocational education participants, with smaller numbers of pre-primary and primary school beneficiaries. Approximately 68% of the beneficiaries were refugees whilst the remainder were host community students.

The number of students benefitting from transportation support was significantly lower than in previous quarters because many schools in the South-East were closed after the earthquakes. It is noteworthy that the total number of students benefitting from these services is still much less than before the pandemic. Data collected from the field indicates that very few refugee parents are offered the possibility of free school transportation for their children (if they live more than two kilometres from the school) whilst the cost of public transportation and security concerns if their children walk long distances, is a major concern for them. There is therefore a need for greater emphasis to be placed on providing these services and on communicating the availability of such services to parents.

Overall rating **Average**



### Output 3: Improved education system staffing level and quality in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
E-Ot.12 Number of education service personnel employed and/or remunerated with Facility support	S	0	0	19,986	 20k Q2/2023	Target not set
E-Ot.13 Number of education service personnel trained with Facility support	C	243,689	0	236,130	 240k Q2/2023	97%
E-Ot.14 Total number of 'person training days' provided to education service personnel with Facility support	I	182,492	0	460,676	 26k Q2/2023	262%

### Result Achievement Assessment

**Staffing and staff training:** At the end of the second quarter of 2023, the EU refugee support programme was financing the employment and/or remuneration of 19,986 education staff, including Turkish and Arabic language teachers, vocational education teachers, school counsellors, school administrators and security and cleaning staff. The number of staff employed or remunerated fluctuates seasonally because different types of educational support activity are offered at different times of the year. The number of staff-training-days delivered was very high over the first quarter of the year (almost 127,000 training-days) but this dropped to 26,000 for the second quarter because planned staff trained was disrupted by the earthquakes<sup>27</sup>. A number of courses were provided to both teaching staff and guidance counsellors during the period, some of which were aimed at supporting them to respond to the particular needs of refugee students. Whilst the overall progress achieved in this area is assessed as good, in FGDs conducted with refugee parents in several provinces there have been multiple reports of discriminatory treatment by teachers towards refugee children<sup>28</sup>. This indicates a need for the PIKTES+ project to carefully investigate and monitor the extent of this issue and to ensure that its teachers receive the necessary training, monitoring and guidance to minimise such problems.

Overall rating **Good**

<sup>27</sup> A group of ten staff trained for 10 days constitutes 100 'staff-training-days'.

<sup>28</sup> PFEA survey (preliminary findings) – conducted by SUMAF for the EU in Ankara, Izmir and Adana – Sep-Oct 2023.



## Output 4: Increased education system infrastructure capacity in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
E-Ot.15 Number of educational facilities upgraded with Facility support	C	21,072	0	17,679	18k Q2/2023	84%
E-Ot.16 Number of new educational facilities constructed with Facility support	I	348	0	155	1 Q2/2023	45%
E-Ot.17 Percentage completion level of (Facility-supported) educational facilities construction projects	S	100	0	64	64 Q2/2023	64%

### Result Achievement Assessment

**School infrastructure development:** The earthquakes had a significant impact on the progress of infrastructure projects due to widespread destruction and displacement and the resulting re-prioritisation of activities by public institutions and the effects on the local economies, such as the limited availability of contractors. Additionally, from July 2022 to July 2023, overall construction costs increased by 62%, with materials costs increasing by 47% and labour costs increasing by 111%<sup>29</sup>. As a result, during the first six months of 2023, limited progress was made in terms of constructing and upgrading education facilities. Four schools were completed, eight schools were upgraded and the average completion rate of construction projects increased by from 53% to 64%.

While progress was limited compared to previous periods, existing facilities continue to benefit communities. Implementing partners working in earthquake-affected provinces report that school buildings constructed with EU funds were not structurally damaged, (indicating their high level of build-quality) and that some schools were temporarily used to provide shelter to families or to host planning and distribution activities. The Clean Energy project has been upgrading schools to improve energy efficiency by rehabilitating schools and installing rooftop solar arrays to generate electricity. The total energy production of the solar panels installed reached 12,000 megawatt-hours as of June 2023, which is equivalent to an energy cost saving of approximately EUR 1.4 million for MoNE.

Overall rating

**Average**



## Intermediate Outcome 1: Increased level of refugee children's access to (and retention in) the education system in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
E-Oc.08 Number of refugee children enrolled in the formal education system	S	850,000	492,544	818,531	820k Q1/2023	96%
E-Oc.10 Percentage of refugee children regularly attending public schools	S	70	78	94.9	94.9 Q1/2023	136%
E-Oc.11 Percentage of CCTE beneficiary children enrolled at the beginning of the school year who are still regularly attending school at the end of the school year	S	85	77	90.9	Q4/2022	107%

### Result Achievement Assessment

**School enrolment and attendance:** Key indicators of school attendance and retention (from lower to higher grades) continue to improve. The number of refugee children meeting government attendance requirements is 94.9%, and the proportion of refugee children receiving CCTE who were still regularly attending school by the end of the school year stood at 90.9% by the end of Qtr 2. This retention rate is particularly notable given that CCTE beneficiary families are selected on the basis of specific vulnerability criteria.

The number of children attending education by the end of Qtr 1, 2023 was 818,531, and this value has steadily increased over time. Initially, the increasing number of children attending school reflected an increased proportion of refugee children participating in education, however more recently the gain is primarily the result of an increasing

<sup>29</sup> Turkish Institute of Statistics website. 2023. Accessed August 2023.

number of school-age children. As a result of this growth in the school-age population, the proportion of children participating in education (which is tracked as an intermediate outcome indicator), has slightly decreased<sup>30</sup>.

Overall rating **Good**



### Intermediate Outcome 2: Increased level of access to vocational and higher education for refugee and host community students in high-refugee-concentration provinces

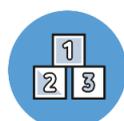
INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
E-Oc.12 Number of Facility-supported refugee and host community students who have completed vocational education	I	18,750	0	10,612		
E-Oc.13 Number of refugees students who completed a higher education programme with Facility support	I	15,598	0	430	Q3/2020	

#### Result Achievement Assessment

**Access to vocational and higher education:** EU funding continues to support vocational education for refugee and host community students, with a total of 10,612 students having completed vocational education programmes (56% females and 44% males) by the end of Qtr 2 of 2023. This number includes 4,442 students who completed vocational education programmes in June 2023. Progress in this area is still weak however, with only 52% of the target having been achieved so-far.

There haven't been any projects supporting higher education participation since 2020. However, two new higher education support projects began in January 2023 in response to a policy change which requires Syrian refugees to pay foreign student tuition fees. These projects will begin reporting on the number of students graduating from higher education in June 2024.

Overall rating **Average**



### Intermediate Outcome 3: Increased access of refugee and host community children to pre-primary education in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
E-Oc.14 Percentage of refugee and host community children enrolled in primary schools who have attended pre-primary education programme	S	0	5	3.5		Target not set

#### Result Achievement Assessment

**Access to pre-primary education:** The indicator presented above currently measures the percentage of both refugee and host community students attending PIKTES+ project pre-primary education during the summer months. As the indicator does not effectively reflect the proportion of refugees benefitting from pre-primary education, it will be adapted to measure the proportion of pre-primary age refugee children (only) participating in pre-primary education programmes. According to MoNE statistics, this was 35% for the 2021-2022 school year<sup>31</sup>.

It is well recognised that sending refugee children to pre-primary school helps them achieve the foundations needed to be able to enter primary education without significant disadvantages in the Turkish language. Information collected in several provinces from refugee parents indicates that many parents are not able to send their young children to pre-primary classes due to the costs involved. Whilst fees are not supposed to be charged, parents are usually requested to make contributions to school operating costs and to the cost of educational materials such as books. Whilst this may have been possible in previous years, the economic situation of most refugee families has become so difficult over the course of the last year that they now report being unable to cover these costs.

30 Presidency of Migration Management. 2023. Distribution by Age and Gender of Registered Syrian Refugees Recorded by Taking Biometric Data. Accessed August 2023.

31 Education Department of the Presidency of Migration Management. 2022. Accessed July 2022. This is the most recent published data on refugee education participation.

Overall rating **Average**



**Long-Term Outcome: Refugee children and adults are enrolled in the education system and receive quality education, and the quality of education for host community members children is sustained**

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
E-Oc.01 Percentage of refugee children enrolled in primary education (Gross Enrolment Rate -GER)	S	90	101	71	 71 Q1/2023	 79%
E-Oc.02 Percentage of refugee children enrolled in lower secondary education (Gross Enrolment Rate - GER)	S	80	46	79	 79 Q1/2023	 99%
E-Oc.03 Percentage of refugee children enrolled in upper secondary education (Gross Enrolment Rate - GER)	S	40	24	42	 42 Q1/2023	 105%
E-Oc.05 Transition rate of refugee students between primary and lower secondary education levels	S	0	-	98	Q3/2021	Target not set
E-Oc.06 Transition rate of refugee students between lower secondary and upper secondary education levels	S	0	-	79	Q4/2022	Target not set
E-Oc.07 Percentage of school-age refugee children who are out of school	S	31	41	32	Q4/2021	 97%

### Result Achievement Assessment

**Primary educational level enrolment:** The primary school enrolment rate for refugees has steadily decreased from 80% in 2021 to 71% in 2023, indicating lower education participation among children aged 6 to 9 years. For lower-secondary-aged children, participation has fluctuated slightly since 2021, initially increasing (compared to the baseline), but more recently slightly decreasing. For upper-secondary-aged children, the enrolment rate has fluctuated significantly as the result both of actual enrolment changes, but also because of the removal of inactive distance and alternative learning students from government enrolment databases last year. An additional factor is the address verification exercise conducted by PMM starting in early 2022, which led to the temporary suspension of the IDs of a significant number of Syrian refugees. This in turn led to a large number of school-age children being unable to enrol in school.

**Transition rates:** Refugee retention rates from lower-secondary to upper-secondary have remained steady at 79%. Data on retention rates from primary to lower secondary were 98% in 2021. Primary to secondary transition rate statistics for 2022 were inconsistent and could not be reported due to differences in the timing and method of collection of enrolment data used by the Presidency of Migration Management (PMM) and those used by MoNE. These differences resulted in apparent retention rates of over 100% as the result of migration between provinces.

**'Out-of-School' children:** In general, the steady, significant increase in education participation that occurred when Syrian refugees first began attending formal education provided by the Government of Türkiye has slowed down, with approximately 31% of refugee children – some 400,000 children – estimated to be not attending any form of schooling (i.e. 'out-of-school') in the 2022-23 academic year. As reported above, the two main causes of this very high out-of-school rate (in addition to the ID suspension issue mentioned above) are the extreme financial difficulties of their parents and the high levels of bullying which refugee children report experiencing at school.

Overall rating **Average**

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## 2. Health

Free public health services have continued to play a crucial role in contributing to the quality of refugees' lives in Türkiye as they struggle to adapt to the current economic conditions in Türkiye and especially for those living in the 11 provinces affected by the February 2023 earthquakes. The International Organization for Migration (IOM) estimated that 7.1 million people were living in the hardest-hit areas - 6.3 million were local host community members and 0.8 million were refugees<sup>32</sup>. It also estimated that at least 2.7 million people were displaced by the EQs. Of these, approximately 1.1 million (mostly host community members) were estimated to have moved to other provinces (i.e. outside their original province) – thus placing additional burdens on the health services in those recipient provinces.

The EQs also affected the ability of primary and secondary healthcare services to function. The Ministry of Health (MoH) lost a significant number of staff whilst others were temporarily incapacitated, and many of its service delivery facilities were affected. The earthquakes also had a serious impact on the mental health of many refugees as well as that of the host community in the affected provinces. The EU-funded Supporting Migrant Health Services in Turkey (SIHHAT) project collaborated with other departments of the MoH and was able to reorganise its work to ensure continued provision of its services. Available staff were deployed to locations needing additional help following their receipt of a large number of Internally Displaced Persons (IDPs), whilst mobile services were delivered to the population that remained in the earthquake affected regions.

The earthquakes occurred at a time when other powerful factors were affecting the refugee population in Türkiye. Taken together, the various factors have led to a reduction in the size of the officially registered Syrian refugee population. The PMM published data in the summer of 2023 indicating that the registered Syrian refugee population had dropped to around 3.3 million – significantly lower than the 3.7 million registered in 2021. This is despite the natural growth in the refugee population resulting from new births. As discussed elsewhere in this report, the actual size of the population may be greater than this, although migration out of the country does appear to have risen over the last year or so.

### Health Support Strategy

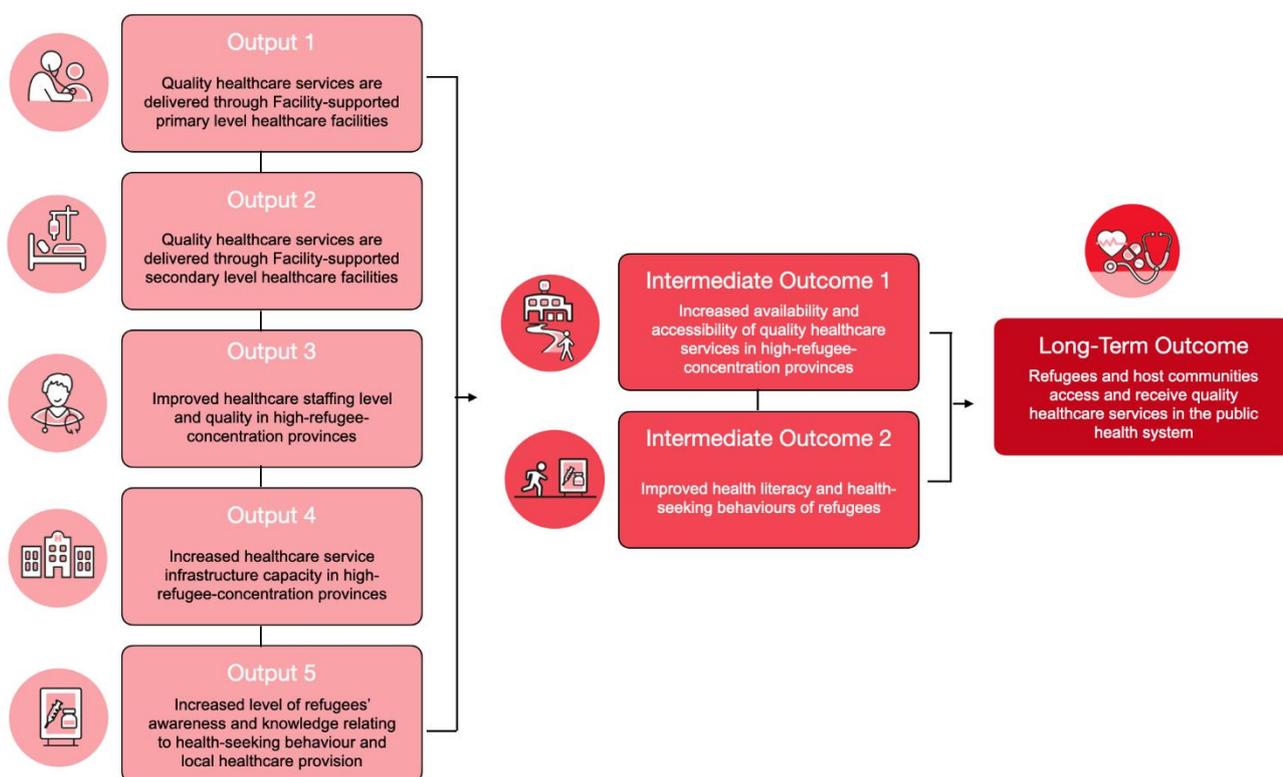
The current strategy of the EU's refugee support programme in the health sector seeks to ensure full alignment with the Government of Türkiye (GoT) health programmes and policies and to provide access for refugees to quality healthcare services with a focus on Primary Health Care (PHC) (including mobile healthcare services) while mitigating any possible negative effects of the presence of the refugee communities on health service delivery to local (host) communities. This strategy - adopted by the EU and the MoH since the start of the Facility in 2016 - seeks to provide PHC services fully adapted to the needs of the refugees (including through the use of their own language) whilst supporting their access to the existing Secondary Health Care (SHC) services system provided by public hospitals and mental health centres. The services provided through the parallel system of MHCs are fully aligned with the national health system's policies and programmes. This has proved to be a good strategy in providing refugees with healthcare services similar to those of the host population. Through the use of mobile services, healthcare is also provided to those vulnerable refugees who cannot attend the MHCs.

The support strategy is summarised in the results chain presented in Figure 4 below.

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<sup>32</sup> IOM, 2023 Earthquakes Displacements' Overview - Türkiye, 1 March 2023.

Figure 4: Health Priority Area Intervention Logic



### Output 1: Quality healthcare services are delivered through Facility-supported primary level healthcare facilities

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
H-Ot.01 Number of Facility-supported Migrant Health Centres (MHCs)	S	190	0	172	172 Q2/2023	91%
H-Ot.02 Number of Facility-supported Migrant Health Units (MHUs)	S	900	0	774	774 Q2/2023	86%
H-Ot.03 Number of consultations provided to refugees at Facility supported primary level healthcare facilities	I	34,413,871	0	33,437,515	1.5M Q2/2023	97%
H-Ot.04 Total number of vaccinations (doses) provided to refugee children with Facility support	I	0	0	8,710,235	750k Q2/2023	Target not set

### Result Achievement Assessment

**Provision of PHC services:** At the end of the first half of 2023, the number of functioning standard and extended migrant health centres (E/MHCs) was 172, a reduction of 18 since Qtr 4 2022 when 190 E/MHCs were reported as being operational (representing a 100% target achievement rate). This is due to the impact of the February 6<sup>th</sup> earthquakes which led to 18 centres (16 standard ones and 2 extended ones) temporarily going out of service. The number of provinces covered by the SIHHAT II project increased by one province to 32 provinces with the addition of Düzce province. The provinces with the greatest number of E/MHCs are İstanbul (30), Hatay (17), Şanlıurfa (16), Gaziantep (12), Adana (11), Bursa (9) and İzmir (9). In addition to the E/MHCs, the SIHHAT project has deployed mobile services to all the districts where no operational health centres exist.

Regarding the Migrant Health Units (MHUs), whilst there was a drop in the number of operational units between Qtr 4, 2022 (858) and Qtr 1, 2023 (735) this increased again by the end of Qtr 2, 2023 (to 774)<sup>33</sup>. This currently represents an 86% target achievement rate. The reason for the more recent rise in the number of operational MHUs is that some E/MHCs started to provide services again following the EQs. Several E/MHCs had been damaged in the EQs and while

<sup>33</sup> A MHU is normally a team of one doctor and one nurse operating within an MHC. Each MHC usually has several MHUs.

centres that were not affected are partially operational (as staff were deployed to provide emergency response in the EQ regions), temporary units have been established in other healthcare facilities such as hospitals, Family Health Centres, shelters and containers to provide services to migrants and the host community. Additionally, as staff moved, this may also have had an impact on the services.

**PHC consultations:** The total number of PHC consultations provided to-date by the EU refugee support programme is 33.4 million. Despite recording an increase in the second half of 2022 of more than 4 million - including 1 million consultations to children under 5 years of age - the numbers dropped by almost 1 million in the first half of 2023.

**Mental Health and Psycho-Social Support (MHPSS) services and Outreach:** Quite good progress has been recorded in the area of equipping MHCs with the ability to conduct health education and outreach and to provide Psycho-Social Support (PSS) taking into consideration the difficulties experienced in recruiting Syrian (and other relevant nationalities) specialist doctors. The PSS teams (psychologists and/or social workers) work in 93 E/MHCs. SIHHAT reported that the assignment of social workers and/or psychologists to E/MHCs had been completed in 103 out of 192 E/MHCs in the first quarter of 2023 (20 E/MHCs remained temporarily closed) and Mental Health and Psycho-Social Support (MHPSS) services were being provided in 30 target provinces<sup>34</sup>.

By the end of Qtr 2 2023, the number of PHC consultations provided had reached 97% of the overall target although there was a decrease over the first half of 2023 compared to the second half of 2022 (of 935,788 consultations). This may be partially ascribed to the EQs due both to the loss of life and to the fact that many people temporarily relocated to other parts of the country.

**Vaccinations:** Between 2016 and the end of Qtr 2 2023, 8.7 million vaccination doses had been provided to refugee children with support from the EU's refugee support programme. This indicates a continuous improvement in the level of acceptance of the national vaccination calendar by refugee parents combined with the effectiveness of the EU-supported facilities implementing the National Immunisation Programme. Due to the higher fertility rate among refugees compared to that of the host population, the E/MHCs maintain a special focus on Sexual and Reproductive Health (SRH), Family Planning (FP) and the implementation of the national immunisation calendar for refugee children. This strategy is proving its effectiveness since nearly all the refugee children born in hospitals are followed up through Postnatal Care (PNC) consultations and are regularly vaccinated. Vaccinations are also provided to all children who are found to be unvaccinated during the deployment of mobile health and outreach services either to neighbourhoods or seasonal agricultural worker camps.

According to the latest SIHHAT Migrant Health Survey (MHS) findings, “over 74% of respondents vaccinated their children regularly” and “Pregnant women that are subjected to Antenatal Care (ANC) consultations are also vaccinated with the Tetanus and Diphtheria (TD) vaccine”<sup>35</sup>. Moreover, nearly all interviewed women who were pregnant or with small children declared “that they have been vaccinated, usually twice during pregnancy and some also once afterwards”<sup>36</sup>. The vaccination coverage rate for pregnant and other reproductive age women was found to be a very impressive 66% (QPR 4 2022), which is a major increase compared to 13.6% recorded in 2020 and significantly more than the 60% that is usual for Turkish women.

Overall rating **Good**



## Output 2: Quality healthcare services are delivered through Facility-supported secondary level healthcare facilities

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
H-Ot.05 Number of consultations provided to refugees at Facility supported secondary level healthcare facilities	I	65,457,211	0	57,616,429	 2.3M Q2/2023	 88%
H-Ot.06 Number of refugees treated as in-patients in hospitals	S	0	0	77,267	 77k Q2/2023	Target not set

### Result Achievement Assessment

**Secondary Health Care (SHC) Consultations:** Over 57 million SHC consultations have been provided to refugees at facilities (mostly hospitals) which have received EU refugee programme support. Just over 4.4 million of these were provided in the first half of 2023. The support provided to SHC facilities has mostly consisted of the provision of

34 SIHHAT QPR2, 2023.

35 SIHHAT Research Report (February 2023) – Migrant Health Survey.

36 SIHHAT II, Monitoring Report, August 2023.

Bilingual Patient Guides (BPGs) and equipment. At the end of Qtr 2 2023, the SIHHAT II programme was supporting the employment of 716 BPGs and 25 interpreters across 63 of the country’s 81 provinces. Consultation delivery rates were lower in the first half of this year compared to the second half of 2022 although significant increases were recorded in some cities and provinces – notably Istanbul, Şanlıurfa, Gaziantep, Adana, İzmir, Konya, Bursa, and Mersin. This may be related to the EQs – partly to the movement of internally displaced people, and partly to the effects on the ability of MHCs to operate normally in many of the EQ-impacted provinces. In almost all other provinces, a downward trend has been seen. It is worth highlighting that the number of consultations in hospitals is almost twice the level of consultations in E/MHCs.

**Hospital in-patient treatment:** There has been a noticeable downward trend in the number of refugees treated as in-patients in hospitals – the number dropped from 93,168 in Qtr 4, 2022 to 77,267 in Qtr 2, 2023. This is likely to be connected to the EQs in several ways. Many refugees temporarily relocated to other provinces or were so focused on dealing with the immediate issues related to their displacement that scheduled operations may not have been possible. Equally, on the supply side, it is likely that many hospitals postponed their planned routine operations in order to cope with EQ-related injuries.

Overall rating

**Good**



### Output 3: Improved healthcare staffing level and quality in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
H-Ot.07 Number of healthcare service staff employed with Facility support	S	0	0	3,939	 3.9k Q2/2023	Target not set
H-Ot.08 Number of healthcare service staff trained with Facility support	C	10,708	0	12,277	 12k Q2/2023	 115%
H-Ot.09 Total number of 'person training days' provided to healthcare service staff with Facility support	I	107,240	0	94,635	 75 Q2/2023	 88%

### Result Achievement Assessment

**Healthcare system staffing:** Whilst just over 4,000 healthcare service staff were employed with EU refugee programme support at the end of Qtr 4, 2022 this had dropped by 64 staff by the end of Qtr 2 2023 (to 3,939). The reduction can probably mostly be attributed to the EQs: 16 MoH staff members lost their lives and many lost family members and their housing whilst others resigned from their jobs. The number of general practitioners (GPs) employed by SIHHAT dropped by 6% between the end of Qtr 4 2022 and Qtr 2 of June 2023 (from 645 to 607) whilst the number of Syrian specialists increased by 1 bringing the total to 118. Six specialists began their adaptation training Qtr 3, 2022. One paediatrician, one internist and three gynaecologists completed the training and became eligible to be certified to practice in the EMHCs.

The number of nurses/midwives employed with EU support dropped from 1,146 (Qtr 4 2022) to 1,115 (Qtr 2 2023). Two nurses lost their lives in the EQ; the contracts of 5 nurses were terminated and 38 resigned<sup>37</sup>. From these numbers it can be seen that the refugee-focused healthcare system is under extreme pressure with the ongoing gaps in staffing affecting the quality of the services provided to patients. In particular, there is a lack of sufficient dentists, gynaecologists and paediatricians.

Specialists often receive 60-80 patients per day which does not provide adequate time for a consultation, potentially negatively affecting the quality-of-service provision. As of the end of Qtr 2, 2023, doctors made up 19% of the staff employed with EU refugee programme support whilst paramedical staff accounted for 38% and auxiliary staff 43%. At the end of June 2023, 76% of the healthcare staff employed by SIHHAT II were Syrian nationals and 61% of the staff were male. As reported previously, whilst it is clear that there is a need to increase the proportion of female healthcare workers in the system, this has proven very difficult for SIHHAT to achieve.

**Healthcare staff training:** Since the end of Qtr 4 2022, very little progress made by the SIHHAT II programme in staff training. The number of people trained to-date stood at 12,277 at the end of June 2023 and the total number of person-training-days delivered stood at 94,635 (an 88% target achievement rate). Most of this training has been in-service training. Only 32 healthcare staff members were trained over the first half of 2023. This can be partially

37 SIHHAT II QPR1, 2022.

attributed to the EQs (as some training activities were cancelled). However, failed tenders – due to a lack of receipt of tenders related to the abnormally high inflation rate – was the main reason for the lack of progress in staff training.

Overall rating **Average**



### Output 4: Increased healthcare service infrastructure capacity in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
H-Ot.12 Number of healthcare facilities upgraded with Facility support	C	834	0	548	0	66%
H-Ot.11 Number of new healthcare facilities constructed with Facility support	I	67	0	2	1 Q4/2022	3%
H-Ot.13 Percentage completion level of (Facility-supported) healthcare facility construction projects	S	100	0	19	19 Q2/2023	19%

#### Result Achievement Assessment

**Health infrastructure development:** Under the EU refugee support programme monitoring system, ‘infrastructure development’ refers to new health facility construction, the refurbishment of existing healthcare facilities and the equipping of healthcare facilities, including the provision of vehicles. During the first half of 2023, the defects liability period for the hospital in Kilis ended and the final acceptance was granted. Since May 2023, the hospital has been providing services at its full operating capacity – admitting an average of 1,836 patients per day at the emergency unit and treating 964 patients per day at its outpatients services units. The Oral and Dental Health Centre treated on average 408 patients each day. Following its opening in June 2022, the hospital in Hatay is now operating at its full capacity – providing essential services to the local refugee and host communities which were severely impacted by the February earthquakes. It is worth noting that due to the quality of their design and construction, neither the Kilis nor the Hatay hospital was damaged by the EQs.

No significant progress has been recorded since Qtr 4 of 2022 in healthcare facility upgrading – with the number of facilities upgraded remaining the same (at 548). This is attributed to delays in launching tenders, an unfavourable macro-economic environment (especially the high inflation rate) and the EQs. The tender process for the renovation of 15 MHCs and 1 Hospital was ongoing in 3 Provinces: Ankara, İstanbul and Şanlıurfa. There has been a very marginal increase in the completion level of healthcare facility construction sub-projects since the previous FMR (it is now at 19%). Despite this, some progress has been made, as 47 of the 65 new health facility sub-projects have now completed land acquisition and zoning plan documents – the basis for the preparation of construction tender documents.

Overall rating **Weak**



### Output 5: Increased level of refugees’ awareness and knowledge relating to health-seeking behaviour and local healthcare provision

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
H-Ot.14 Number of refugees reached through outreach activities with Facility support	I	266,671	0	468,271	39k Q2/2023	176%
H-Ot.15 Percentage of refugees reporting having received healthcare awareness messages	S	0	0	22.4	Q4/2022	Target not set

#### Result Achievement Assessment

**Health outreach activities:** Supporting improved health seeking behaviour amongst the refugees involves increasing the level of refugees’ awareness and knowledge relating to navigating access to healthcare services and the adoption of appropriate healthcare behaviours. Good progress has been recorded as the number of outreach teams increased from the initially envisaged 65 to 98 with activities being conducted in 28 provinces. The number of refugees reached through outreach services was reported as over 468,000 at the end of Qtr 2 2023 (176% of the target). Almost all of those reached (96%) were Syrian and 59% were female. SIHHAT II combined mobile healthcare service and outreach workers into joint teams which visited households and temporary and rural settlements once or twice a week. No change was reported since Qtr 4, 2022 in the proportion of refugees who had received healthcare awareness messages as no new survey data became available. In EU refugee programme provinces outside the earthquake zone, the outreach activities

were interrupted for some time due to a high level of engagement of PSS teams in addressing the needs of IDPs from the earthquakes. However, the delivery of these services recommenced as soon as the situation settled down.

Overall rating **Average**



### Intermediate Outcome 1: Increased availability and accessibility of quality healthcare services in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
H-Oc.04 Average number of refugees per Migrant Health Unit (MHU)	S	3,500	34,100	3,979	4k Q4/2022	88%
H-Oc.05 Number of doctors per 10,000 population	S	21	18	22.9	22.9 Q4/2022	109%
H-Oc.06 Number of hospital beds per 10,000 population	S	30	26	29.4	29.4 Q4/2022	98%
H-Oc.08 Percentage of post-partum refugee women who received at least one Postnatal Care (PNC) consultation	S	75	39	74.9	74.9 Q4/2022	100%

#### Result Achievement Assessment

No new data is available for the average number of refugees per MHU (it was last reported as 3,979 for Qtr 4, 2022) as this is reported annually. This figure however, masks substantial variations between provinces and districts. Focus Group Discussions (FGDs) held with refugee women across several provinces across the country indicate that there are problems of overcrowding in some MHCs, with patients needing to queue for long periods as the E/MHCs do not operate a phone-based appointments system (as is used in the regular Family Health Centres)<sup>38</sup>.

Three-quarters of refugee women who recently delivered a baby ('post-partum women') received at least one PNC consultation which is a good result (this was the same value reported for Qtr 4, 2022). However, only about 20% of these women attend post-natal care (PNC) consultations on a regular basis since they tend to think that it is needed only in the case of specific health problems. Even though ANC and PNC consultations are regularly provided - with or without the presence of a gynaecologist or paediatrician - women stated that they are most satisfied if they have the opportunity to get specialised consultations when necessary<sup>39</sup>. It will be important for the SIHHAT project to continue to strongly promote the uptake of PNC services in the future.

Group interviews with Syrian refugees also consistently found that they continued to feel satisfied overall with the quality of the health services provided. The main problems they report are the long waiting times and the lack of adequate communication from the health staff (and disrespectful attitudes from staff in some MHCs) and the major difficulties they encounter in obtaining adequate access to a bilingual patient guide in hospitals. One of their main recommendations to the MoH is to have more or improved monitoring of the quality of the work and patient care attitudes of MHC staff.

Overall rating **Good**



### Intermediate Outcome 2: Improved health literacy and health-seeking behaviour of refugees

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
H-Oc.09 Percentage of refugees who demonstrate an adequate level of health literacy	S	40	18	34.7	34.7 Q4/2022	87%
H-Oc.10 Percentage of refugees who report improved health-seeking behavior	S	45	37	59.8	59.8 Q4/2022	133%

38 SUMAF – PFEA Survey – Preliminary findings. Sept-Oct 2023. It was recently reported that some MHCs have established their own ad-hoc appointments system.

39 SIHHAT MHS, February 2023.

### Result Achievement Assessment

The progress made towards achieving the above indicators is assessed every two years via the SIHHAT MHS and hence there is no change in the data since Qtr 4, 2022. However, the targets relating to the numbers of health literacy sessions and participants have already been significantly exceeded. The MHS indicated that 35% of respondents have a good level of health literacy, which is a significant improvement compared to the 24% recorded from the SIHHAT 1 survey in 2020. Still, 65% of respondents had a problematic or inadequate health literacy level. Since men are rarely attending the sessions, it is not surprising that over 59% of male respondents do not know how to protect themselves from sexually transmitted diseases (STD), although 75% claim that they use condoms<sup>40</sup>. Moreover, SIHHAT II reported that 9,733 health literacy sessions were provided to 73,447 participants over the first half of 2023<sup>41</sup>. These numbers were possibly achieved as a result of the significant increase in the number of PSS staff having a key role in health literacy organisation and delivery. The average number of migrants reached through outreach visits by mobile teams was 12,555 per month in Qtr 2 of 2023, which is equivalent to 92 refugees per outreach team (through household visits only) of which 59% were women<sup>42</sup>.

It should be noted however, that preliminary information obtained from FGDs with refugee women in Qtr 3 2023 indicated that many women are not aware of the existence of health awareness sessions delivered by MHCs, which indicates that the communications conducted to promote such events should be strengthened.

The Syrian refugee community is known to be very effective at using the internet and social media in accessing information to help them manage their health problems. However, it is not clear to what extent their effectiveness at managing their health is improving given the serious deterioration in their economic situation over the last year to 18 months. For example, as coping strategies, they are cutting back on any avoidable health expenditure and are consuming less food and less nutritious food (see the Basic Needs chapter of this report). Additionally, their major issues in finding affordable accommodation are likely to be having a significant negative impact on some refugees' health status.

Overall rating **Average**



### Long-term Outcome: Refugees and host communities access and receive quality healthcare services in the public health system

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
H-Oc.01 Proportion of reproductive age refugee women expressing an unmet need for reproductive health services	S	20	46	17.4	17.4 Q4/2022	115%
H-Oc.02 Number of refugee infants (12 - 23 months) born in Türkiye who have completed the (national calendar) vaccination programme	I	250,000	51,158	273,293	60k Q2/2023	109%
H-Oc.03 Percentage of health service users expressing satisfaction with the quality of service they received	S	76	72	80	80 Q4/2022	105%

### Result Achievement Assessment

The proportion of reproductive age refugee women expressing an unmet need for reproductive health services remained at 17.4% between Qtr 4 2022 and Qtr 2 2023 as there was no new survey data to report. As reported in the last FMR, a reduction of almost 20 percentage points was recorded between the two SIHHAT surveys (from 37% in Qtr 3 2020 to 17.4% in Qtr 4 2022). This is a remarkably positive result and appears to be mostly due to the increased emphasis placed by the SIHHAT projects on sexual and reproductive health (SRH) aspects as part of their increased health literacy and outreach work. However, the result could possibly have been greater if the provision of contraceptives through the E/MHCs had been assured in all provinces<sup>43</sup>. The SIHHAT MHS results published early this year found that “74.5% of respondents self-reported ‘good or very good’ health status”<sup>44</sup>. This is a significant increase compared to the 64.7% reported in the SIHHAT 1 survey in 2020.

Overall rating **Good**

40 SIHHAT II, MHS, February 2023.

41 SIHHAT II Draft Monitoring Report August 2023.

42 Ibid.

43 According to reviews of the SIHHAT project, the availability of contraceptives appears to vary significantly between provinces.

44 SIHHAT II, MHS, February 2023.

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## 3. Protection

As reported earlier in this report, the impact of the February 6<sup>th</sup> earthquakes on the refugee population was particularly severe. Many lost family members, belongings, housing, and jobs, further exacerbating their already precarious situation and having a major impact on adults' and children's physical and mental health. The earthquakes also further weakened an already struggling local economy in the affected region.

For the first time since 2017, and despite a natural growth in the population - 905,752 newborns were recorded by the end of March 2023 - the number of Syrian refugees registered with PMM dropped below 3,359,000 (from 3,737,369 in 2021)<sup>45</sup>. The reasons for this are not entirely clear, but some of this reported decline can be explained by the loss of life from the earthquakes, legal and illegal onward migration to third countries, returns to Syria and the deactivation of identity documents (IDs) following last year's address verification exercise.

There is no doubt that the economic difficulties and resulting deterioration in the ability of unskilled Turkish people to find decent work and manage their household economies has led to a further reduction in the level of tolerance and acceptance of the refugee community by the host community. As a result, social tensions between the host communities and refugees have increased. The earthquakes and their resultant internal migration effects (on both communities) have further complicated the situation. The preliminary findings of a qualitative survey conducted for the EU in September-October 2023 indicated that Syrian refugees had experienced significantly increased levels of discrimination and abuse in public spaces over the past year and that levels of discrimination and bullying of refugee children in schools had also increased substantially and now appears to be very widespread. The 'refugee issue' became a headline political issue before and after the elections in May 2023 and this is likely to continue as the country heads towards local elections in 2024. With this politicisation comes increased levels of disinformation in the media relating to refugees.

In response to the EQs, the GoT issued travel permits to refugees to enable them to temporarily relocate out of their provinces in the aftermath of the disaster<sup>46</sup>. Address registration limitations have posed significant challenges for refugees, especially in the context of the earthquakes. This policy comes on the heels of the address verification checks initiated in December 2021 aimed at confirming the residences of refugees. Effective from July 1, 2022, the PMM expanded the list of neighbourhoods closed for various registration processes from 781 to 1169. Provinces with high refugee populations like İstanbul, Ankara, İzmir, Adana, Gaziantep, Hatay, Şanlıurfa, Kahramanmaraş, Kilis, Mardin, and Mersin have a substantial number of such closed neighbourhoods - often 70% or more of the total.

The 'closure' of many neighbourhoods appears to have significantly contributed to the worsening of the economic conditions of many refugees as many landlords have exploited the situation to substantially increase monthly rents - both in closed and open neighbourhoods. This has been compounded by the increased levels of demand for housing caused by the internal migration resulting from the EQs. These factors have combined to result in increased levels of use of single dwellings by multiple households or large extended families. A second effect of this is an increased need for children to travel relatively long distances to attend school, with the additional transport costs which this entails. In summary, the Syrian refugee population appears to be experiencing a major housing crisis. The impact of this on their levels of physical and mental health as well as on their access to services and levels of social cohesion will need to be closely monitored over the coming months and years.

As outlined in the Education chapter of this report, the impact of the EQs has been particularly detrimental to education, both in the affected regions and in areas where IDPs have relocated. Limited educational infrastructure and the psychological toll of the earthquakes on pupils, students, teachers, and families have been significant factors. In the first half of 2023, school attendance was not mandatory in the 11 earthquake-impacted provinces. Issues related to housing, shelter, and limited physical facilities could result in an increase in school dropouts and the number of children not attending school in the second half of 2023. Increased dropouts of girls and boys are likely to exacerbate child protection issues such as early marriage, child labour and child abuse. To address these issues, the 'Child Safeguarding Guidance Note' was launched to improve the practical understanding of child safeguarding and to strengthen safeguarding practices. Protection sector members are also developing key protection tools including a joint Safety Audit Observation Tool<sup>47</sup>.

45 19<sup>th</sup> FRIT Steering Committee Presentation from GoT, July 2023.

46 Refugees must be registered at a specific address and normally cannot access government services or travel outside of the area where they are registered. However, the GoT temporarily suspended these requirements following the earthquake.

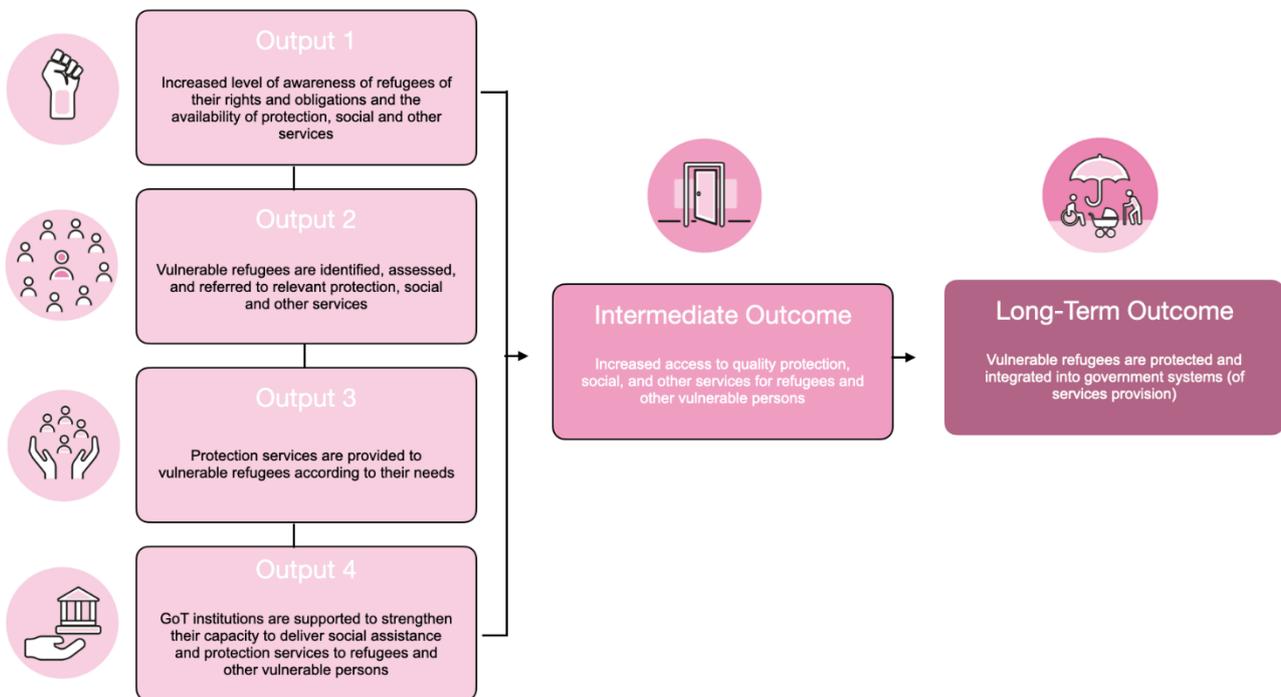
47 The Joint Safety Audit Observation Tool is designed with Violence Against Women and Girls focal points, the Protection Against Sexual Exploitation and Abuse Network and the Disability Inclusion Task Force.

The provision of refugee registration services was also negatively affected by the earthquakes – complicating an already very difficult situation. For example, the service buildings of the Provincial Directorates of Migration Management in Adıyaman, Gaziantep, Hatay, Malatya and Osmaniye become unusable<sup>48</sup>.

**Protection Support Strategy**

Protection has always been, and will remain, a foundation of the EU’s refugee support strategy in Türkiye. This involves working with the GoT and collaborating with UN agencies and international NGOs, as well as local partners. Over the first half of 2023, 12 IPs were involved in delivering specialised protection services to both Syrian and non-Syrian refugees in the country. This includes facilitating their registration, helping them obtain necessary documentation, and ensuring they can access public services. A total of 18 protection projects were implemented during this period - 15 with funding managed by DG ECHO and three (C-ESSN, SOHEP and CCTE) by DG NEAR and implemented by the Ministry of Family and Social Services (MoFSS). These projects delivered a range of services including assistance with registration, conducting awareness-raising sessions, conducting case management, as well as providing group information sessions, legal advice, psychosocial support, information counselling, child protection services and support to victims of Gender-Based Violence (GBV). Additionally, capacity-building activities were undertaken to help strengthen selected partner public institutions. IP protection and research study reports which identify the needs, gaps, and risks faced by refugees, have been instrumental in guiding advocacy events organised by the partners.

Figure 5: Protection Priority Area Intervention Logic



48 Turkish Government (2023). Türkiye earthquakes recovery and reconstruction assessment.



## Output 1: Increased level of awareness of refugees of their rights and obligations and the availability of protection, social and other services

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
P-Ot.01 Number of individuals who participated in (Facility-supported) information provision and awareness raising activities	I	1,508,490	0	1,633,875	62k Q2/2023	108%
P-Ot.02 Average level of awareness among the refugees of their rights and obligations relating to accessing protection services	S	0	0	84.1	Q4/2022	Target not set

### Result Achievement Assessment

**Refugee awareness-raising:** Over 1.6 million individuals (90% of whom were Syrian refugees) had participated in group awareness-raising and information provision activities as of the end of June 2023 – a 5% increase compared to the end of Qtr 4 2022. Of the activities conducted in the first half of 2023, almost half of them covered information relating to PSS, while 24% covered information on social services/entitlements and 24% covered refugees’ legal rights and responsibilities.

Due to the EQs, the need for information provision/awareness-raising increased. It is noteworthy that high demand for this came from Şanlıurfa, İzmir, Adana and Mersin – provinces which received a large number of IDPs. Group sessions were delivered by EU-funded projects responding to information needs on topics such as how to apply for the Emergency Social Safety Net (ESSN) programme. This is correlated with the findings of the UN OCHA report where *“partners have noted the importance of consultation and communication with communities regarding changes in service provision, and making information available about other services, including access to cash and voucher assistance where feasible”*<sup>49</sup>. The EU funded CTE IV project conducted a pilot awareness-raising activity which proved highly successful which resulted in discussions with MoNE to formalise a protocol “To increase the school attendance rate of foreign children” with the goal of conducting more effective awareness-raising activities.

Overall rating

**Good**



## Output 2: Vulnerable refugees are identified, assessed, and referred to relevant protection, social and other services

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
P-Ot.03 Number of identified and assessed individuals with Facility support	I	4,228,583	0	4,279,287	250k Q2/2023	101%
P-Ot.04 Number of referrals made to external services with Facility support	I	1,810,258	0	1,661,094	70k Q2/2023	92%
P-Ot.05 Number of individuals referred to relevant external (specialised) services with Facility support	C	1,512,766	0	1,262,022	1.3M Q2/2023	83%

### Result Achievement Assessment

**Identification and Assessment of Individuals:** During the first half of 2023, a total of 357,324 new individuals were identified and assessed for possible protection support - an 8% increase on the number recorded for Qtr 4 2022. This brought the total since the start of the EU’s refugee support programme to 4,279,287. Significant increases were recorded in Mardin (256%), Kocaeli (103%), Malatya (99%) and Şanlıurfa (19%) whilst significant decreases were recorded in Mersin (-60%), İstanbul (-20%) and Gaziantep (-16%). The rises can be attributed to the movement of refugees resulting from the EQs whilst the drop in numbers in İstanbul was due to its closure to new registrations. Some 39% of the individuals were identified by outreach teams, 42% were self-referrals, 13% external referrals and 6% were through community engagement activities.

**Refugee referrals to protection services:** To-date, the EU refugee support programme’s IPs have made more than 1.6 million referrals to external service providers for over one million refugees. Over two-thirds of these referrals (73%) were made to governmental services, whilst 27% were directed to NGOs. Almost a third (29%) of the referrals were for protection services – in these cases refugees were referred to specialised services. A large proportion of the referrals were made to social assistance services (25%) and to education services (22%). Many of the referrals are related to the psychological impact of the EQs on children, teachers and families. The effects of the EQ on parents’ and children’s

49 Ibid.

mental health have reportedly led to increased issues with school attendance and are likely to have led to increased numbers of children dropping out of school.

Overall rating **Good**



### Output 3: Protection services are provided to vulnerable refugees according to their needs

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
P-Ot.06 Number of protection services provided with Facility support	I	4,219,222	0	4,823,960	190k Q2/2023	114%
P-Ot.07 Number of individuals who benefited from (Facility-funded) protection services	C	3,668,554	0	2,763,653	2.8M Q2/2023	75%

#### Result Achievement Assessment

**Protection services provision to refugees:** As of June 2023, over 2.7 million refugees (87% of whom were Syrian) had benefited from more than 4.8 million protection services. Of this total, 55% were female and 66% were adults. When compared to the second half of 2022, a significant increase was observed in the level of individual PSS service delivery in the first six months of 2023 with information counselling constituting 20% of the services, followed by individual PSS (12%), legal assistance (11%) and Group PSS (10%). Moreover, the largest increases in the demand for PSS services (compared to the second half of 2022) were observed in the following provinces: Aksaray, Malayta, Diyarbakır, Balıkesir, Mardin, Batman, Osmaniye and Denizli. The largest increases in the number of protection beneficiaries were observed in Zonguldak, Antalya, Mardin, Aksaray, Diyarbakır, Malatya, and Batman.

IPs report that there is a general environment of fear among the refugees of being deported which is linked with the anti-refugee rhetoric used during the election campaigns, deteriorating economic situation and the impact of the EQs. Despite the flexibility provided by the GoT to refugees in terms of permitting temporary relocation to provinces outside the EQ zone, uncertainty continues to prevail regarding their future and the likely duration of their stay in those provinces. This greatly affects their decision-making with regard to accessing basic services.

Overall rating **Good**



### Output 4: GoT institutions are supported to strengthen their capacity to deliver social assistance and protection services to refugees and other vulnerable persons

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
P-Ot.08 Number of social services and migration management staff employed with Facility support	S	649	0	665	665 Q2/2023	102%
P-Ot.09 Number of Social Service facilities upgraded with Facility support	C	142	0	134	134 Q2/2023	94%
P-Ot.10 Number of Social Services Centres (SSC) staff trained with Facility support	C	10,229	0	3,912	3.9k Q2/2023	38%
P-Ot.11 Total number of 'person training days' provided to Social Services Centres (SSC) staff with Facility support	I	48,425	0	14,624	168 Q2/2023	30%

#### Result Achievement Assessment

**Public agency staff employment and training:** As part of the EU's protection support programme, the institutional capacity of selected public institutions has been strengthened through supporting staffing and the provision of trainings on specialised topics. The Provincial Directorates for Migration Management (PDMMs) continued to receive EU refugee programme support for their staffing in 63 provinces during the first half of this year through the UNHCR-implemented projects. With a total of 665 staff employed, the target for GoT staff employment support has been achieved. Out of these, 103 (15%) were employed as protection desk officers (56% female, 44% male), 463 (70%) were employed as interviewers (68% male and 32% female) and 99 (15%) were administrative support staff (female 40%; 60% male). Progress was also made in the number of trainings provided to GoT staff for the MoFSS Social Service Centres (SSCs)

with an additional 516 staff trained in the first half of the year, bringing the total number to 3,912. Such focused training is enabling these institutions to better address the needs of refugees and to deliver more effective support. However, the downward trend in the level of training recorded in the last two quarters of 2022 continued into the first half of 2023 as the current achievement rate is 38%, leading to the possibility that the target may not be fully achieved within the relevant projects' lifetimes.

**Social Service Centres upgrading:** Over the first six months of 2023 there was a significant increase in the number of SSCs upgraded with an additional 62 upgraded with EU refugee programme support, bringing the total to 134 – which is 94% of the 142 target. Two supported projects currently under implementation by the MoFSS aim to upgrade 112 SSCs through the provision of equipment, furniture and vehicles. Vehicles are also being provided to the ministry's Child Protection Units (CPUs) and to the Directorate General for Women Services (DGWS). A recent SUMAF project review mission conducted to one of the MoFSS projects reported that the majority of the beneficiaries were referred to SSCs and Day-Care-Centres (DCCs) by relatives, neighbours or acquaintances and all expressed their satisfaction with the services received, with some praising the level of care and attention provided by the SCC staff<sup>50</sup>.

Overall rating **Good**



**Intermediate Outcome: Increased access to quality protection, social, and other services for refugees and other vulnerable persons**

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
P-Oc.02 Number of refugee registration record updates conducted	I	8,314,195	1,766,250	7,288,762	310k Q2/2023	88%
P-Oc.04 Percentage of refugees reporting being satisfied with the protection services they received	S	85	82	91.5	91.5 Q2/2023	108%

**Result Achievement Assessment**

**Updating of refugee registration records:** As in the case of previous years, assistance with registration remains a fundamental aspect of protection efforts, as it legalises the status of refugees and facilitates their access to critical services. As mentioned above, through the auspices of UNHCR, these registration and protection services are strengthened by a large number of supported PDMM staff working in 63 provinces. To date, over 7.2 million refugee registration record updates have been conducted by the PMM with this support. Notwithstanding this, refugees continue to report experiencing great difficulty getting their registration documents updated following changes in their living conditions or family status and the quality of service provided by the PDMMs appears to vary significantly from province to province.

**Refugee satisfaction levels:** The IPs providing protection services regularly assess beneficiary satisfaction levels through the conduct of small surveys. During the first half of 2023 two satisfaction surveys were carried out by two different (non-governmental) IPs. These found that on average, 91.5% of the refugee respondents reported being satisfied with the protection services they received – a 3.8% increase since the previous FMR.

Overall rating **Good**



**Long-term Outcome: Vulnerable refugees are protected and integrated into government systems (of services provision)**

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
P-Oc.01 Percentage of surveyed refugees reporting experiencing no issues in accessing government services	S	0	50	50	Q4/2022	Target not set

<sup>50</sup> SOHEP monitoring report, August 2023.

### Result Achievement Assessment

Reported access to government services: There is currently no single and adequately reliable data source for this indicator under the EU refugee support programme's monitoring system<sup>51</sup>. The indicator will be removed in the upcoming RF updating process.

Overall rating

Average

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<sup>51</sup> The Facility Results Framework gives the SUMAF PFEA survey as the data source. However, the specific component of the survey addressing this aspect was discontinued as it did not prove to be sufficiently robust. Nevertheless, the PFEA survey does provide a good level of information regarding refugee access to government services, although it is not summarised in the form of one indicator value.

## 4. Basic Needs

The continued significant increases in the costs of rents, utilities, food, transport and other essentials over the first half of 2023 have further contributed to the difficulties faced by refugee families in trying to cover their basic needs. As highlighted elsewhere in this report, the cost of housing appears to be having the greatest impact in this regard.

The February 6<sup>th</sup> earthquakes affected 1.8 million refugees, 47% of whom were Emergency Social Safety Net (ESSN) and Complementary-Emergency Social Safety Net (C-ESSN) beneficiaries<sup>52</sup>. The loss of livelihood opportunities in the earthquake-affected areas has led to a rapid decline in the number of households that can meet their basic needs. Many refugees from the affected provinces relocated temporarily to other provinces, but once their temporary permits to reside outside their provinces of registration had expired, they were obliged to return – some to damaged buildings, some to share accommodation with other families and some to live in tents.

The EU refugee support programme’s strategy in this priority area is summarised in Figure 6 below.

Figure 6: Basic Needs Priority Area Intervention Logic



The EU refugee support programme’s strategy consists of the provision of cash and material assistance to the relatively more vulnerable refugee families and individuals (Syrian and non-Syrian). This support is provided through a range of IPs including the MoFSS. The strategy also includes the provision of institutional support to ensure that the relevant GoT departments have the capacity required to deliver the social assistance programmes. The cash and/or material assistance includes the provision of specific occasional or periodic support (e.g., winter fuel subsidies, supermarket vouchers, clothing etc.), one-time cash transfers and regular monthly unconditional cash transfers.

Up until July 2023, the bulk of the cash transfer support was provided through international organisations working together with the Turkish Red Crescent (TRC or “Kızılay”). The main programme was the ESSN programme (which received a total of approximately EUR 2.5 billion between 2016 and 2023) which was originally implemented by the World Food Programme (WFP) with TRC and subsequently by IFRC with TRC. The MoFSS began implementing a EUR 245 million EU-funded cash transfer project (the C-ESSN project) for the most vulnerable refugees (elderly-headed households; single-parent households with children, and households with disabled members) beginning in December 2020. In July 2023, a new MoFSS and TRC-implemented programme – the Social Safety Net to Refugees in Türkiye programme (SSN) – began its operations and monthly cash payments began in August 2023. In December 2023 the C-ESSN project will close and cash transfer payments will be handled only by the SSN project which will provide cash support to all categories of vulnerable refugees (although it will retain the two areas of focus as sub-programmes – the vulnerable and the highly vulnerable). The SSN programme is jointly implemented by MoFSS and TRC.

<sup>52</sup> Türkiye Earthquakes Recovery and Reconstruction Assessment report. Presidency of Türkiye and SUMAF monitoring system (Qtr 2 of 2023).



## Output 1: Vulnerable refugees receive resource transfers to meet their basic needs

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
B-Ot.01 Number of refugees receiving unconditional regular resource transfers with Facility funding	S	1,997,692	0	1,906,523	1.9M Q2/2023	95%
B-Ot.02 Number of individuals who received restricted, seasonal or one-off resource transfers with Facility funding	S	0	0	1,541,349	1.5M Q2/2023	Target not set

### Result Achievement Assessment

**Regular and one-off resource transfer provision:** By the end of June 2023, just over 1.9 million refugees were receiving unconditional monthly cash transfers from the EU refugee support programme to enable them and their families to meet their basic needs. Of these, 1.5 million were receiving ESSN support consisting of monthly cash transfers and regular quarterly top-ups to help respond to the effects of inflation on living costs. Also, at the end of Qtr 2 of this year, 380,000 refugees were receiving the MoFSS-managed C-ESSN programme support (targeting the most vulnerable refugees).

The number of individuals who were receiving restricted seasonal or one-off resource transfers totalled 1.5 million at the end of Qtr 2 of 2023 with the number having decreased in a majority of the provinces. The overall number dropped by approximately 100,000 since the end of 2022. This is partly due to the EQs which caused many beneficiaries to relocate to other provinces. It is also likely to be related to the fact that registrations of Syrian refugees were suspended in cases where the address verification exercise conducted by the PMM found people to be no longer living at their registered address. For ESSN, just over half of the beneficiaries (53%) were women and 9% were non-Syrian refugees.

In order to alleviate the effects of the worsening economic conditions and to reduce the level of use of negative coping strategies, the transfer amounts of both the ESSN and C-ESSN programmes were increased in February 2023 - to 300 TRY per person per month for ESSN beneficiaries and to 450 TRY for C-ESSN beneficiaries. Following the EQs, the ESSN and C-ESSN programmes also provided additional top-ups for their EQ-affected transfer beneficiaries. In April, May and June 2023, ESSN and C-ESSN beneficiaries living in the earthquake zone received three instalments worth a total of 5,000 TRY (for ESSN beneficiaries) and 5,300 TRY (for C-ESSN beneficiaries). Furthermore, in June 2023 a broader economic top-up of 1,300 TRY per household was provided to ESSN and C-ESSN beneficiaries living outside of the EQ zone to help them cope with the increasing cost of living. Whilst these adjustments have helped, the proportion of refugee households' essential monthly expenditures covered by the ESSN payments is reported to have declined - especially in the face of very large increases in monthly house rental payments.

Overall rating

**Good**



## Intermediate Outcome: Regular resource transfers are efficiently and effectively provided to the most vulnerable refugees to meet their basic needs

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
B-Oc.04 Percentage of cash transfer applicants reporting being satisfied with the application procedures (ESSN)	S	85	88	92.4	92.4 Q2/2023	109%
B-Oc.04_n Percentage of cash transfer applicants reporting being satisfied with the application procedures (C-ESSN)	S	85	88	96.2	Q4/2022	113%
B-Oc.05 Percentage of cash transfer recipients whose initial cash transfer is delayed (ESSN)	S	0	0	0.06	0.06 Q2/2023	Target not set
B-Oc.05_n Percentage of cash transfer recipients whose initial cash transfer is delayed (C-ESSN)	S	0	0	0.1	0.1 Q2/2023	Target not set

### Result Achievement Assessment

**Resource transfer system efficiency:** During the first half of 2023, the levels of effectiveness and efficiency of the distribution of the regular cash transfers to the most vulnerable refugees through both ESSN and C-ESSN remained high. New data on the level of beneficiary satisfaction with application procedures became available only for the ESSN

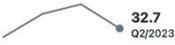
programme as a satisfaction survey was conducted in early 2023. The percentage of beneficiaries who were satisfied with the application procedures rose slightly (from 90.6% to 92.4%) since that reported for the last FMR (Qtr 4 of 2022).

Secondly, the latest data on cash transfer delays (an indicator of system efficiency) continued to show a smooth-running system from the point of approval of an application to the point of receipt of the first cash transfer with a very slight increase in delays. The percentage of ESN recipients whose initial cash transfer was delayed was 0.06% (Qtr 2, 2023). For C-ESN the value was 0.10%. Overall, feedback from interviews with beneficiary groups indicates satisfaction with the assessment and payment system. Some of the problems encountered are to do with temporary registration of Syrian refugees – often related to the address verification process conducted by PMM. When a beneficiary resolves the problem with their registration, it takes 45 days for the ESN payments to recommence.

Overall rating **Good**



### Long-term Outcome: The ability of vulnerable refugees to meet their basic needs is improved

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
B-Oc.01 Percentage of (Facility-funded) resource transfer beneficiary households with expenditure above the Minimum Expenditure Basket (ESSN)	S	0	-	55.4	 55.4 Q2/2023	Target not set
B-Oc.01_n Percentage of (Facility-funded) resource transfer beneficiary households with expenditure above the Minimum Expenditure Basket (C-ESSN)	S	0	27	32.7	 32.7 Q2/2023	Target not set
B-Oc.02 Mean Livelihoods Coping Strategy Index (LCSI) for Facility-funded resource transfer beneficiary households (ESSN)	S	4	6	4.12	 4.12 Q2/2023	 85%
B-Oc.02_n Mean Livelihoods Coping Strategy Index (LCSI) for Facility-funded resource transfer beneficiary households (C-ESSN)	S	4	6	3.76	 3.76 Q2/2023	 93%
B-Oc.03 Average (median) amount of debt held by resource transfer beneficiary households (ESSN)	S	0	700	4,850	 4.9k Q2/2023	Target not set
B-Oc.03_n Average (median) amount of debt held by resource transfer beneficiary households (C-ESSN)	S	1,425	1,500	2,250	 2.3k Q2/2023	 63%

### Result Achievement Assessment

**Refugee ability to meet basic needs:** The results from the latest Post-Distribution Monitoring survey (PDM 17) (conducted by the ESN programme) are based on data collected between May and July 2023. The survey found that 59% of the recipients of the programme had monthly expenditures which were above the estimated minimum cost of their basic needs (the Minimum Expenditure Basket), whilst the value was 57% for non-recipients<sup>53</sup>. This means that despite receiving the monthly cash payments, approximately 41% of ESN recipient households had monthly expenditures which were below the level required to meet their basic needs. The 59% value is much lower than the 72% reported in the previous FMR (PDM 16 – based on survey data from November 2022 to January 2023). Data is still awaited for the most recent PDM survey conducted for the C-ESN programme (PDM 4). The data indicate a severe deterioration in the economic conditions of refugee households over the first half of 2023. This trend is confirmed by interviews with groups of refugees across several different provinces and socio-economic categories conducted in September–October 2023<sup>54</sup>.

The PDM 17 survey data also found that the index which measures the level of use of negative coping strategies by refugee households (the LCSI) had dropped from a value of 3.9 (from PDM 16) to 3.7 for ESN recipients. This is a surprising result as most of the new quantitative and qualitative data indicates that the worsening economic conditions for households are leading to an increased use of negative coping mechanisms<sup>55</sup>. The PDM 17 survey also found that 78% of ESN beneficiaries were consuming less preferred or less expensive food as an expenditure reduction strategy, that 35% were spending less on education and that 27% were spending less on their healthcare. It also found that 9% of ESN beneficiaries withdrew their children from school in order to reduce their expenditures. When one compares this 9% value to the 4% value reported for the PDM 16 survey it is clear that many more refugee households have

<sup>53</sup> Post-Distribution Monitoring Survey (Round 17) October 2023. IFRC and TRC. The PDMs are conducted using telephone-based interviews.

<sup>54</sup> Preliminary findings of the PFEA study conducted by SUMAF in Ankara, İzmir and Adana provinces.

<sup>55</sup> A reduction in the LCSI score indicates a reduction in the level of use of negative coping mechanisms.

entered a crisis situation with their finances. Withdrawing children from school is a measure which is only taken in extremely difficult circumstances – and is clearly a decision that has significant long-term consequences.

The average (median) amount of debt held by ESSN recipient households has increased significantly from 3,600 TRY (Qtr 4 2022) to 4,800 TRY (Qtr 2, 2023)<sup>56</sup>. The equivalent value for C-ESSN recipient households was reported to have decreased from 2,500 TRY in Qtr 4 of 2022 to 2,300 TRY in Qtr 2 of 2023 (PDM4)<sup>57</sup>. It is not clear why the value should have dropped when the equivalent value for ESSN recipients increased significantly – which is what one would expect as the households' economic situation deteriorates.

Overall rating

**Average**

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<sup>56</sup> PDM 17 – October 2023.

<sup>57</sup> The PDM4 results produced by MoFSS and TRC are preliminary and will be confirmed with the publication of the report.

## 5. Livelihoods

The performance of the Turkish economy has fluctuated substantially in recent years. Whilst the growth rate slowed from 7.5% in 2017 to 1.8% in 2020, it rebounded impressively to 11% in 2021 partly as a result of the government's credit expansion programme. However, instability has been affecting the economy since the second half of 2021, with inflation rising far above global and regional averages - fuelled mostly by a steep deterioration in the exchange rate. However, over the last year the inflation rate has declined somewhat - falling from 78% in June 2022 to 38% in June 2023 and rising again since then<sup>58,59</sup>. According to the OECD, economic growth is projected to fall to 3.6% in 2023. The official unemployment rate in Türkiye stood at 9.6% in June 2023 (equivalent to 3.3 million people) - the lowest since January 2014<sup>60</sup>.

According to the ILO (2023), the EQs left more than 658,000 workers unable to earn their living, with estimates that these affected workers faced average income losses of more than US\$230 per month each for as long as the disruption on employment continues. It was estimated that the EQs caused serious negative repercussions for approximately 150,000 to 220,000 businesses<sup>61</sup>. Some entrepreneurs opted to move away from earthquake-affected areas with a resulting potential decrease in job opportunities, making it challenging for companies to locate skilled personnel<sup>62</sup>. However, over the medium term it is expected that the post-EQ reconstruction work will stimulate the local economy<sup>63</sup> in the 11 affected provinces.

Although the level of damage to industrial production facilities in the earthquake area was limited, it is clear that enterprises' workforces were seriously affected. The total number of people (host community and refugees) who migrated out of the region (and who notified the authorities) was close to 2 million. In addition, the high rate of informal employment in the region (estimated at around 39% for the whole population - refugee and host community) means that the employment protection measures provided for formally employed people did not reach those working informally<sup>64</sup>. The immediate post-EQ assessment conducted by the GoT in collaboration with a number of international agencies estimated that the informally employed (approximately 700,000 people) in the 5 provinces most affected by the earthquakes would probably remain out of work for two quarters - thus seriously impacting their livelihoods<sup>65</sup>.

Economists largely agree that there are approximately one million Syrian refugees working in the country, largely in the informal sector and in low-skilled occupations with unfavourable working conditions<sup>66</sup>. The remainder of the refugee population is either enrolled in education (or consists of school-age children who are out-of-school), perform household and care duties or are economically inactive<sup>67</sup>. According to a 2020 International Labour Organisation (ILO) report, 18% of working Syrian refugees were employed in the trade and hospitality sector, 31% were in the textiles sector and 17% were in other industrial sectors. Construction and agriculture, which tend to have more cyclical employment, accounted for 13% and 8%, respectively<sup>68</sup>. According to the ILO, as 23.5% of Syrian refugees and 8.6% of Turkish citizens are between the ages of 19 and 29, this dynamic cohort of the population offers substantial opportunities for the growing Turkish economy<sup>69,70</sup>.

As part of the EU refugee support programme's performance monitoring activities, group interviews in high-refugee-concentration areas found that very few Syrian refugee women are employed. They frequently want and need to work for pay, but they are unable to do so since the jobs that are available are typically low-paying, informal occupations in factories or workshops (often far from their homes) which involve long working hours and which don't offer child-care facilities. There is also a strong cultural factor which discourages Syrian women from taking work in locations where they may be in frequent contact with men. They also bear most of the responsibility for household duties, childcare and for caring for other dependents such as older people or people with a disability (of which there is a very high number in the Syrian refugee population).

58 STATISTA (2023). Year-on-year change in Consumer Price Index (CPI) in Turkey from July 2016 to June 2023.

59 Many economists believe the real inflation rate has been consistently substantially higher than the reported official rate - particularly for many items in the typical household budget.

60 TRADING ECONOMICS (2023). Turkey Unemployment Rate.

61 Different sources indicate 150,000: ILO (2023) Assessing the Local Labour Market Dynamics and Skills Needs Following the Earthquakes in Türkiye. Or 220,000: ACAPS (2023). Beyond the rubble: A situation analysis 120 days after the earthquakes.

62 ILO (2023) Assessing the Local Labour Market Dynamics and Skills Needs Following the Earthquakes in Türkiye (2023.07)

63 OECD - Türkiye Economic Snapshot - June 2023.

64 Turkish Government (2023). Türkiye earthquakes recovery and reconstruction assessment. Page 114.

65 Turkish Government (2023). Türkiye earthquakes recovery and reconstruction assessment.

66 ILO (2023). ILO's support to refugees and host communities in Turkey.

67 Turkey; 3RP Country Chapter - 2021/2022.

68 Assorted other sectors accounted for the remaining percentage. Reported in a 2020 study by ILO using the 2017 Household Labour Force Survey data.

69 PMM figures as of January 2022

70 ILO (2022). Youth employment in Turkey: Structural challenges and impact of the pandemic on Turkish and Syrian youth.

### Livelihoods Support Strategy

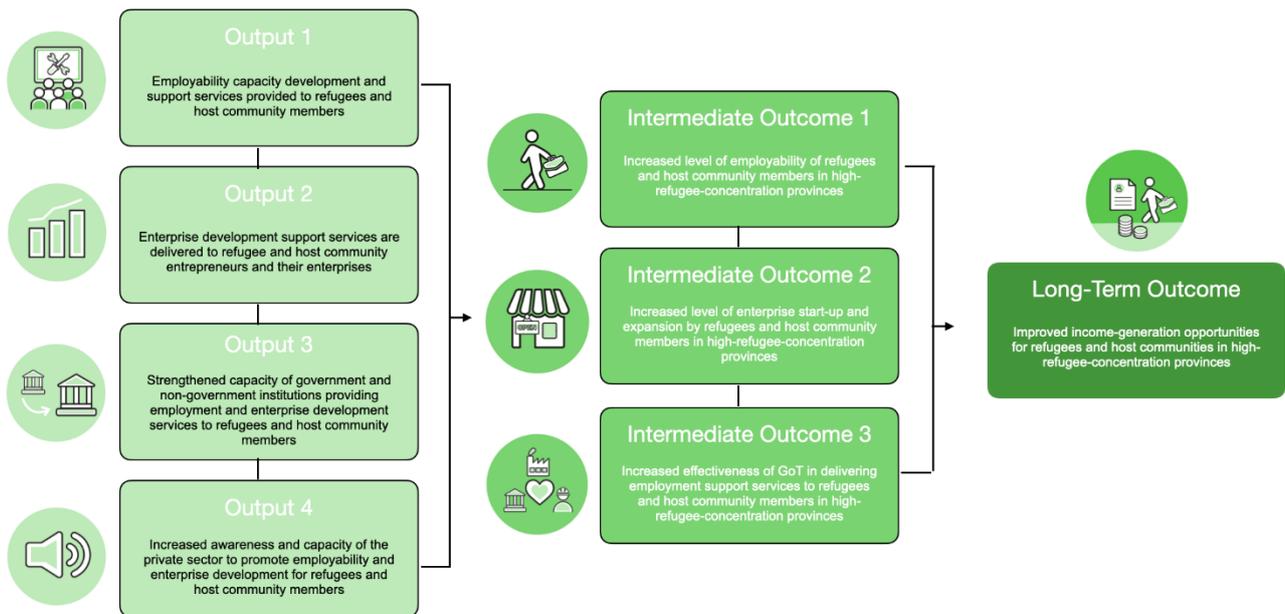
The Livelihoods priority area strategy focuses on two primary approaches to improving income-earning prospects for refugees and vulnerable members of the host community in high-refugee-concentration provinces: 1) enhancing employment (with a focus on youth, those leaving the ESSN income support programme and women), and 2) assisting recipients in setting up or expanding existing businesses. The EU refugee support programme also supports the strengthening of selected public and business sector institutions to be able to better accommodate the needs of the refugee community in a sustainable manner in the focus provinces.

One of the main objectives of the Livelihoods support strategy is to encourage the integration of refugees and poorer/more vulnerable members of the host community into the formal labour market. This is done through stimulating the supply of labour to the market through the provision of short-term vocational training courses, apprenticeship programmes, on-the-job skills training and labour market life (or soft) skills training.

The support strategy for enterprise development includes entrepreneurship training, assistance with business registration, direct provision of start-up capital, supplies, or equipment to aid in the establishment or growth of small businesses (including social enterprises and cooperatives), assistance with market expansion and business process technical innovation and the provision of financing to selected enterprises conditional upon increased recruitment of workers from the target beneficiary populations. The Livelihoods support strategy also includes a variety of capacity-development activities aimed at governmental, semi-governmental, and private sector institutions to support the operation of local labour markets and the institutional effectiveness of local employability and enterprise development institutions in assisting the target beneficiary groups.

Figure 7 below summarises the support programme’s expected results:

Figure 7: Livelihoods Priority Area Intervention Logic





## Output 1: Employability capacity development and support services provided to refugees and host community members

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
L-Ot.01 Number of refugees and host community members registered for (Facility-supported) short-term vocational skills development trainings	I	107,497	0	72,010	2.3k Q2/2023	67%
L-Ot.02 Number of refugees and host community members who completed (Facility-supported) short-term vocational skills development trainings	I	85,794	0	66,710	1.9k Q2/2023	78%
L-Ot.03 Number of refugees and host community members provided with basic labour market skills (soft/life skills) training with Facility support	C	44,448	0	3,352	0	8%
L-Ot.04 Number of refugees and host community members who benefited from employment counselling services with Facility support	C	172,170	0	124,108	120k Q2/2023	72%
L-Ot.05 Number of refugees and host community members who obtained a certificate in a vocational skill area issued by an authorised vocational certification body with Facility support	I	15,400	0	17,804	46 Q2/2023	116%
L-Ot.06 Number of refugees and host community craftsmen and tradesmen provided with financial/material assistance with Facility support	C	1,500	0	1,594	0	106%

### Result Achievement Assessment

**Vocational skills development:** In the first half of 2023, a range of employability capacity development and support services were provided to refugees and host community members. An additional 4,706 beneficiaries were registered in short-term vocational skills development training courses during this period. This brings the total number of beneficiaries supported to-date to just over 72,000, a 67% target achievement rate, with a fairly equal gender representation between male and female beneficiaries. In the same period 4,185 individuals completed skills training aimed at improving their employability level (78% target achievement rate). As of June 2023, 66,710 beneficiaries had completed short-term vocational skills development training with EU refugee programme support. Almost half of this support consisted of on-the-job training (OJT) programmes. A number of ongoing projects which are due to conduct skills training have not yet begun to contribute to the relevant indicators.

**Life skills development:** Very little additional progress was made over the first half of this year in the provision of soft or life skills training, and the overall level of achievement of the target stood at 8% by June 2023 as most of the project training activities has been completed in 2022 and some projects were finalised in the beginning of 2023. Better progress was made however in the number of individuals benefiting from employment counselling services with the target achievement rate rising to 72% from the 65% reported for Qtr 4 2022. Since the start of the EU refugee support programme, a total of 124,108 individuals have benefitted from this type of support.

**Skill certification and support to artisans:** During the first half of 2023, an additional 123 beneficiaries obtained a nationally recognised certificate in a vocational skill area issued by an authorised certification body, bringing the total indicator value to 17,804. Of these, only 10% of the beneficiaries were female. The main reason behind the gender imbalance is related to the cultural context of refugees' families. Finally, there was no project contributing to the provision of material or financial support to craft/tradespersons during the first six months of 2023. In summary, the level of progress across the various types of employability development services over the first two quarters of 2023 was average.

Overall rating

Average



## Output 2: Enterprise development support services are delivered to refugee and host community entrepreneurs and their enterprises

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
L-Ot.07 Number of refugees and host community members provided with entrepreneurship training with Facility support	C	12,120	0	5,501	 5.5k Q2/2023	 45%
L-Ot.08 Number of enterprises, owned by refugees and host community members, provided with advisory services with Facility support	C	16,041	0	2,496	 2.5k Q2/2023	 16%
L-Ot.09 Number of enterprises, owned by refugees and host community members, provided with financial and/or material assistance with Facility support	C	10,526	0	1,381	 1.4k Q2/2023	 13%

### Result Achievement Assessment

**Entrepreneurship training:** During the first half of 2023, an additional 432 individuals received entrepreneurship training, bringing the target achievement rate to 45%. The overall number of individuals who have received training now exceeds 5,500, one third of whom were female. Syrian refugees represent 74% of the entrepreneurship training beneficiaries, with the remainder being host community beneficiaries. One project was still conducting service delivery preparatory activities and so had not yet started delivering entrepreneurship training. This is explained by delays in the recruitment of local IPs. The support services, including training-related activities, are expected to start in Qtr 3 of this year (2023). As a small number of new livelihood support projects are expected to come on-stream in the near future, the overall EU support programme target will be increased. In response to the EQs, the project found it necessary to revise the scope of work for local IPs. The specific change involved reprioritising the focus from business incubation to business expansion support, which, in turn, might impact the provision of entrepreneurship training. These adjustments were necessary to better align with the post-disaster context.

**SME Advisory Services:** Modest progress was experienced over the first half of 2023 with 319 SMEs receiving advisory services, bringing the total number of enterprises supported to-date (end of June 2023) to 2,496. Of these, 17% were female-led. Host community-owned enterprises benefitted from 70% of the services whilst Syrian refugee-owned enterprises received 29%. Despite this progress, the EU refugee support programme target achievement rate remains low at 16%. Advisory services were provided to SMEs only by two projects, covering general entrepreneurship topics and various management issues, including budget management, occupational health and safety, and proposal writing. One project has not yet started providing advisory services due to substantial delays in completing its establishment phase.

**Financial/material support to SMEs:** Over the January to June 2023 period, 170 enterprises received financial support from EU-financed projects, bringing the total number of supported enterprises to-date to 1,381. Four-fifths (80%) of the enterprises supported were host-community owned. Of the remaining 20%, Syrian-owned enterprises accounted for 19% and non-Syrian refugee-owned enterprises accounted for 1%. The current target achievement rate for this indicator is low (13%) due mainly to delayed preparatory processes for delivering enterprise development support services in several projects. Some of these delays are partially attributable to the EQs given that all the enterprise support projects are active in the affected provinces and that many of the targeted beneficiary enterprises are operating in this region.

Information collected from group interviews with young refugees indicates that even when they have good levels of Turkish and relevant technical skills, they face severe challenges when it comes to establishing a small business. Primary amongst these is their inability to benefit from any established micro or small enterprise financing schemes. Almost all potential refugee entrepreneurs are unaware of any sources of financing for micro or small-enterprise establishment or expansion. Whilst only very few have heard of KOSGEB, no interviewed refugee had benefitted from its services.

Overall rating

**Average**



### Output 3: Strengthened capacity of government and non-government institutions providing employment and enterprise development services to refugees and host community members

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
L-Ot.10 Number of employability and enterprise development institutions' staff provided with (Facility-supported) training	C	3,162	0	1,880	1.9k Q2/2023	59%
L-Ot.11 Total number of 'person training days' provided to employability and enterprise development institutions' staff with Facility support	I	6,906	0	5,174	40 Q2/2023	75%

#### Result Achievement Assessment

In the first half of 2023, 169 new staff members from employability and enterprise development institutions took part in training programmes, bringing the total indicator value to 1,880 (59% of the target). Just under one quarter of these were female. Examples of the training courses include those provided for TESK staff as well as for MoIT staff to support their implementation of the projects. The training provided totalled 337 person-training-days, which corresponds to an average of 2 days per trainee, which is very modest. The six-monthly progress represents a substantial decrease compared to that reported in the last FMR six months ago (2,006 person-training-days). A major reason for this reduction in training levels is the effects of the earthquakes in the 11 provinces where this type of institutional capacity-building is focused.

The EQs also negatively affected government and non-government institutions' service provision to refugees and host community members in the areas of employment and enterprise development due to losses and damage to their facilities and equipment. Around 280,000 buildings, including hospitals and social service centres have been destroyed or sustained significant damage in the earthquake-affected areas<sup>71</sup>. For example, considerable damage was experienced by the Provincial Directorates of the Public Employment Agency (İŞKUR) in Adıyaman, Kahramanmaraş and Gaziantep. IPs also reported damages to their branch offices in the region which affected their ability to operate. Additionally, a significant number of civil servants left the earthquake region and their replacement could not be effected quickly<sup>72</sup>.

Overall rating **Average**



### Output 4: Increased awareness and capacity of the private sector to promote employability and enterprise development for refugees and host community members

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
L-Ot.12 Number of private sector companies that benefited from (Facility-supported) awareness raising and capacity development activities	C	5,685	0	6,929	6.9k Q2/2023	122%

#### Result Achievement Assessment

During the first half of 2023, several projects conducted activities aimed at raising awareness and enhancing the capacity of companies to integrate refugees into their workplaces. Over 1,450 companies were reached within this period, bringing the total number by the end of June 2023 to 6,929, exceeding the established target by 22%. Small-scale enterprises represented 94% of the companies reached through the awareness-raising and capacity-building initiatives. Three projects exceeded their targets, including one by actively promoting and supporting the recruitment and training of apprentices through the conduct of informative visits to its targeted companies.

The aspects covered during such company awareness-raising and capacity-building activities include topics such as how to apply for work permits for refugees as well as more business-related topics such as how to leverage opportunities for exporting to Arabic-speaking countries and how to work with Syrian entrepreneurs in the business supply chain. As a result of this, many employers acknowledge that incentives provided by public institutions and international organisations have played an influential role in their decision to employ refugees<sup>73</sup>.

71 UNFPA (2023). Türkiye Earthquake Situation Report #6.

72 ILO (2023). The effects of the February 2023 earthquake on the labour market in Türkiye.

73 Building Markets (2022) Job Creation Among Syrian Business in Turkey. SME Snapshot.

There is a perception amongst Turkish employers that it is difficult to obtain work permits for refugees – citing the costs involved, bureaucracy and waiting times. The EU has been supporting the Ministry of Labor and Social Security (MoLSS) for several years to make such processes quicker and easier.

Overall rating **Good**



### Intermediate Outcome 1: Increased level of employability of refugees and host community members in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
L-Oc.05 Estimated number of refugees and host community members reporting obtaining new or improved employment following receipt of Facility employability and employment support	I	33,827	0	19,244	140 Q2/2023	57%

#### Result Achievement Assessment

To-date, the EU’s refugee support programme has resulted in 19,244 people (both refugees and host community members) obtaining employment or significantly improving their jobs. By the end of June 2023, the target of almost 34,000 was 57% achieved. However, only 303 new or improved jobs were reported in the first two quarters of 2023. The dashboard presented above for this indicator shows a major spike for Qtr 4 of 2022. This sharp rise is explained by one project which was unable to report the indicator data quarterly so its total reported contribution (of 11,600 jobs) was recorded for Qtr 4 of 2022<sup>74</sup>.

As can be seen from the data, the overall progress made over the first half of this year in terms of job creation is only modest, due to implementation delays in ongoing projects and delays in new projects getting up to speed. Approximately 55% of those benefitting from new or improved jobs were Syrian refugees with the remainder being host community beneficiaries. Almost 40% of the reported number relates to new jobs created whilst 60% relates to improved jobs. Some 13% of the beneficiaries were female and 87% were male. Whilst this seemingly large imbalance might at first glance indicate that the support programme’s investments were heavily focused on supporting males, the output achievement data (see above) relating to skills development and employment services delivery shows that this was not the case. Hence, although there is a high participation of women in employability development programmes there is a strong preference within the Syrian refugee community to not have women participate in full-time employment outside the home and particularly in certain sectors and contexts.

Overall rating **Weak**



### Intermediate Outcome 2: Increased level of enterprise start-up and expansion by refugees and host community members in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
L-Oc.06 Number of enterprises owned by refugees and host community members established or expanded following receipt of Facility support	C	6,680	0	632	0	9%
L-Oc.07 Number of new jobs created by Facility-supported enterprises	I	26,930	0	5,348	693 Q2/2023	20%
L-Oc.08 Percentage of Facility-supported (new) enterprises still operating after termination of Facility support	S	0	0	100	100 Q1/2023	Target not set

#### Result Achievement Assessment

SMEs account for more than 70% of employment in Türkiye and contribute about 50% to GDP<sup>75</sup>. SMEs owned by the host community and foreigners, including Syrians, are significant in creating jobs and contributing to improved livelihoods of Syrian refugees and host community members.

<sup>74</sup> Many of the jobs created by this project refers to the number of jobs temporarily created through the use of subsidised on-the-job training programmes. The project did not have data on the number of post-support sustained jobs, but this is likely to be much less than the total number of temporarily supported jobs.

<sup>75</sup> European Commission (2021) “2021 SME Country Fact Sheet: Turkey”.

**Enterprise establishment and expansion:** The EU refugee support programme has made limited progress in supporting the establishment and expansion of refugee and host community-owned enterprises. The current target achievement rate for the number of enterprises (both refugee and host community owned) established or expanded with EU support stood at 9% at the end of the first half of 2023. This was a little less than the percentage reported in the previous FMR due to a data correction exercise<sup>76</sup>. By the end of June 2023 a total of 632 enterprises had been established or expanded. Almost 52% of the enterprises relate to the expansion of existing enterprises, whilst the rest relate to newly established enterprises. Almost 58% were refugee-owned and the remainder host community-owned enterprises, with most of the enterprises in the micro or small size categories. While some projects contributing to the target (6,680) are facing delays in implementation, four other projects have not yet reported any data.

**Earthquake effects on SMEs:** As a result of the EQs, many SMEs in this area experienced significant disruptions in their business activities. Some enterprises even allocated their operational funds to support relief efforts, potentially further impacting the operational capacity of SMEs<sup>77</sup>. According to various post-earthquake assessments, the loss of business premises and/or equipment and the migration of customers and employers has impacted many small businesses, including women-operated home-based businesses<sup>78</sup>.

**Job creation by supported enterprises:** In terms of the contribution of enterprise development to job creation, only one project reported data for the first two quarters of 2023 – adding 1,160 new jobs to the RF's cumulative total of 5,348 jobs, which itself represents only 20% of the target of almost 27,000 jobs. Four projects have not yet reported data because they are currently finalising activities related to support provision, which should ultimately result in job creation – these anticipate being able to report on new job creation in the next reporting cycle. The challenges experienced by these projects include delays in project implementation and the EQs' impact in the targeted provinces. As business owners close or relocate their enterprises due to the EQs, the availability of jobs may decrease and enterprises will likely encounter challenges in sourcing qualified workers<sup>79,80</sup>.

**Supported enterprises survival rate:** One important question is what proportion of newly established enterprises continue to operate once EU-financed project support has been completed. Many of the projects do not have an adequate means of monitoring this key indicator following the provision of their support – often because the project is no longer operating and therefore collecting data. However, data for the whole of Türkiye, published in December 2022 by TÜİK, shows that formal enterprises which were established in 2019 had a survival rate after one year of 81% and a two-year survival rate of 67%, which is remarkably high.

Overall rating **Weak**



### Intermediate Outcome 3: Increased effectiveness of GoT in delivering employment support services to refugees and host community members in high-refugee concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
L-Oc.09 Number of refugees and host community obtaining employment through İŞKUR as a result of Facility support	C	10,000	0	18,174		
L-Oc.10 Number of refugees registered with İŞKUR with Facility support	C	63,300	0	72,364		

### Result Achievement Assessment

In the first half of 2023, there was no new employment resulting from İŞKUR's services recorded and the total number of people obtaining jobs to-date via İŞKUR remained at 18,174. The project which focused on providing support to İŞKUR to help it adapt its employment services to the needs of refugees was only operational in four provinces – Istanbul,

76 The Data Quality Assessment findings of a SUMAF mission to one ongoing project indicated that the project's definition of 'expansion of enterprises' did not align with the Facility RF definition. The reported data was therefore removed.

77 Spark (2023) Entrepreneurs picking up the pieces after the deadly earthquake. Economic reconstruction needed now.

78 ACAPS (2023) Beyond the rubble: A situation analysis 120 days after the earthquakes.

79 Spark (2023) Entrepreneurs picking up the pieces after the deadly earthquake. Economic reconstruction needed now.

80 Approximately 44% of Syrian refugees (working in the informal sector) work in enterprises with 10 or more employees and 32% of them in enterprises with more than 20 employees. ILO (2023) Social Security Status of Syrians Under Temporary Protection in the Turkish Labour Market and Recommendations for Transition to Formality.

Adana, Gaziantep and Şanlıurfa<sup>81</sup>. More than one third of the jobs facilitated were obtained in the Istanbul area (6,853). Of the total number, 69% were male and 31% were female. Just under one third benefitted Syrian refugees (i.e. 6,000) with the remainder benefitting host community members. The total number of jobs reported by İŞKUR are not necessarily sustained on a long-term basis following withdrawal of project support, as employers were only required to continue employing a certain percentage of previously subsidised positions. Weaknesses in the project M&E system of this project meant it was not possible to obtain this ‘real’ or ‘sustained jobs’ data.

An additional 457 refugees were registered with İŞKUR with EU support in the first half of 2023, bringing the total to 72,364 and substantially exceeding the target of 63,300. Many more men were registered (81%) than women<sup>82</sup>. Feedback obtained from a substantial number of FGDs conducted with refugees in several provinces over the last two years indicates that most Syrian refugees who register with İŞKUR have received very few or no job offers – even young males with a reasonable level of schooling and proficiency in the Turkish language. The institution is therefore not seen by the refugee community as a likely means of receiving support.

Overall rating

**Weak**



### Long-term Outcome: Improved income-generation opportunities for refugees and host communities in high-refugee-concentration provinces

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
L-Oc.01 Percentage of working age refugees and host community members (in Facility-supported provinces) reporting being employed	S	0	87	0	-	Target not set
L-Oc.02 Number of new enterprises with Syrian ownership	S	0	3,216	3,683		Target not set
L-Oc.04 Number of work-permits issued for Syrians in the past 12 months	S	0	13,290	113,207		Target not set

### Result Achievement Assessment

No additional data became available over the first half of 2023 relating to the proportion of refugees who reported being employed or the equivalent value for host community members. The EQs significantly affected employment opportunities for the host community and refugees – the ILO stated that the earthquakes left over 658,000 workers without their livelihoods and that an increasing number of individuals were turning to casual labour without job security or employment benefits as a coping mechanism<sup>83</sup>. Prior to the EQs, refugees were already almost totally dependent on informal work, but it appears that the disaster led to more people chasing fewer informal jobs and hence to refugees finding it more difficult to find any kind of paid work.

No data has yet been published for 2023 on the number of Syrian-owned enterprises registered in Türkiye – the data for 2023 will be released in Qtr 1 of 2024. The latest data was issued by TOBB in 2022 which indicated a slight increase in the number from 3,240 registered in 2021 to 3,683 registered in 2022. The number of Syrian refugee-owned micro-enterprises operating in the informal sector is not reported, but it is likely to be quite significant as it is known that thousands exist in Türkiye<sup>84</sup>.

Similarly, no new data has become available on the number of work permits issued to Syrians in Türkiye in the previous 12 months. The data for 2023 will be released in Qtr 1 of 2024. The cumulative number of work permits issued continues to increase – with 113,207 permits reported to have been issued by the end of 2022, up from 91,500 in 2021 and 62,369 in 2020. However, these numbers do not only refer to new formal jobs as it also includes annual renewals of permits for existing jobs.

Local labour shortages were reported immediately after the EQs in the region, due to the local population’s outward mobility<sup>85</sup>. However, focus group discussions conducted in Adana in October indicated that finding employment for refugee men was particularly challenging, largely due to the depressed economic situation and pressures on employers.

81 The project started in June 2017 and ended in December 2022. A follow-on project, operating in 8 provinces is now under implementation.

82 It should be noted that SUMAF conducted Data Quality Assessments for both these indicators for the particular project in question and rated both of them ‘Red’ (i.e., with serious data reliability issues).

83 ILO (2023) Urgent support needed for hundreds of thousands of workers after Türkiye and Syria earthquakes.

84 Building Markets (2023) Türkiye Earthquake Initial Needs Assessment.

85 ILO (2023) Assessing the Local Labour Market Dynamics and Skills Needs Following the Earthquakes in Türkiye (2023.07).

A study conducted after the earthquakes to analyse the needs of women entrepreneurs in the region revealed that 70% of women entrepreneurs' care obligations towards children, elderly, and people with disabilities had increased. Thus, in parallel with the previous research relating to the condition of refugee women before the EQs, developing and/or improving care facilities in order to increase employment of women emerged as a critical need which immensely increased right after the earthquakes<sup>86</sup>.

Overall rating

**Weak**

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<sup>86</sup> Kagider and UN Women, 2023 – quoted in ILO (2023) Assessing the Local Labour Market Dynamics and Skills Needs Following the Earthquakes in Türkiye (2023.07).

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## 6. Municipal Infrastructure

The top ten provinces in terms of the number of refugees as a proportion of the total population are currently<sup>87</sup>: Kilis (51%), Gaziantep (20%), Hatay (17%), Şanlıurfa (14%), Mersin (12%), Adana (11%), Mardin (10%), Kahramanmaraş (8%), Osmaniye (7%), and Kayseri (6%). The municipalities in these provinces are facing the highest levels of pressure upon their basic services as the central government does not take into account the population of refugees when allocating population-based budgets to the municipalities. The 11 provinces affected by the EQs included seven of these ten highest-refugee-concentration provinces.

There are 161 municipalities (124 districts and 1,300 villages) in the 11 earthquake-affected provinces, accounting for 12% of the municipalities in the country. Seven of the 30 metropolitan municipalities in Türkiye are in Adana, Diyarbakır, Gaziantep, Hatay, Kahramanmaraş, Malatya and Şanlıurfa, all of which were affected by the EQs. The Türkiye Earthquakes Recovery and Reconstruction Assessment estimated that the damage to municipal services in the 11 earthquake-affected provinces was around USD 302 million. However, there were no reports of the earthquakes having significantly damaged any of the EU refugee programme-supported municipal infrastructure works.

As a result of rapid urbanisation since the early 1980s, Türkiye was already experiencing a depletion of its available water resources with resulting water shortages and serious sewage problems – and this was prior to the Syrian refugee crisis. The refugee crisis therefore worsened the situation considerably in certain provinces. According to Turkstat data for 2020, whilst 78% of municipal populations in the country were served by wastewater treatment plants the average for the ten provinces listed above was significantly lower at 68%. The figures for the percentage of the municipal populations served by sewerage networks were somewhat better: 91% for the country and 82% for the ten provinces listed above. Solid waste management is also a major issue for municipalities as a significant proportion of solid waste is dumped in wild dumpsites, particularly in rural areas.

Recreational infrastructure is another area where municipalities require support to be able to ensure children and youth's mental and physical well-being. Over 70% of the 3.3 million Syrian refugees registered with PMM are children and young adults under the age of 30. It is clear therefore that providing basic infrastructure for youth activities and sports is an important area for local government investment – as such infrastructure not only responds to the needs of local urbanised youth, but also facilitates cross-cultural communication and understanding.

### **Municipal Infrastructure Support Strategy**

At the beginning of the Facility, only one project supporting municipal infrastructure development was implemented by the EU refugee support programme. This project included the construction of several wastewater and solid waste management facilities in four southeastern provinces. Municipal infrastructure development later became a major area of focus of the Facility as the need to assist the GoT in supporting a number of municipalities with high refugee influx became increasingly apparent.

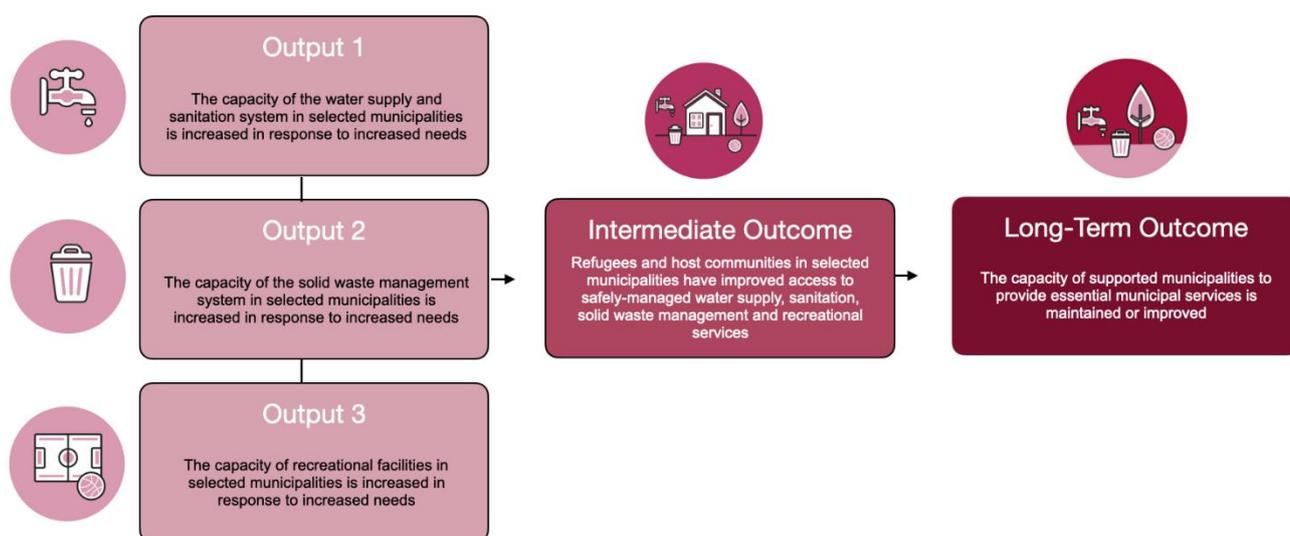
Two new projects covering potable water supply, sanitation and solid waste management in 13 provinces and one project working with the Ministry of Youth and Sports providing recreational infrastructure started in 2020. A total of 20 municipalities within these 13 provinces are being supported in the Central Anatolian, southern and southeastern regions. The overall objective is to ensure that services are provided at the scale and reliability required while the negative effects of the service provision on the local environment are reduced or eliminated and the economics of service delivery for the municipalities are improved.

The EU's refugee support strategy in the area of municipal infrastructure is summarised in the results chain presented in Figure 8 below:

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<sup>87</sup> Website of the Presidency of Migration Management (PMM), published on 14 September 2023.

Figure 8: Municipal Infrastructure Priority Area Intervention Logic



**Output 1: The capacity of the water supply and sanitation system in selected municipalities is increased in response to increased needs**

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
M-Ot.01 Number of water supply and sanitation construction facilities (new and upgraded) completed and operational (with Facility support)	I	34	0	2		
M-Ot.02 Percentage completion level of (Facility-funded) water supply and sanitation system construction projects	S	100	0	31		

### Result Achievement Assessment

**Water Supply and Sanitation Facilities:** Only two EU-supported projects have been completed to-date in the water supply and sanitation area - a wastewater treatment plant in Hatay and a solar drying (of waste from sanitation) facility in Kilis. Both facilities are currently in operation. The EU refugee support programme has financed an additional 32 new water supply and sanitation facility sub-projects (either new constructions or the upgrading of existing facilities). A total of 17 municipalities (mostly in the South-East) are targeted with this support.

By the end of June 2023, 20 of the 32 additional facilities were still at the first stage (out of six stages) of the EU support programme’s infrastructure development process. This stage consists of ‘pre-construction planning (including detailed design work) and contracting’. Construction works contracts for four sub-projects were signed during the first half of 2023 – taking these to Step 2 (‘contracting of constructors and consultants completed and construction permits granted’). Eight sub-projects were at Step 3 (‘physical construction ongoing’). As a result of the progress made over the first half of 2023 (with eight sub-projects advancing to a subsequent stage), the average sub-project completion level increased from 27% to 31%.

Overall rating

**Average**



## Output 2: The capacity of the solid waste management system in selected municipalities is increased in response to increased needs

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
M-Ot.04 Number of solid waste management facilities (new and upgrades) completed and operational (with Facility support)	I	10	0	6		
M-Ot.05 Percentage completion level of (Facility-funded) solid waste management construction projects	S	100	0	67		

### Result Achievement Assessment

**Solid waste management facilities:** By the end of the first half of 2023, the construction of six solid waste management (SWM) facilities had been completed and all were operational. Four additional SWM facilities are currently being developed, all of which were at Step 1 (planning and contracting). Relatively slow progress experienced in the construction of the facilities was originally attributed to the COVID-19 pandemic, urban planning issues and project procurement-related factors, but the situation was further aggravated this year with the EQs. Although external consultants were contracted for three projects and were already at the stage of design review and tender preparation at the beginning of 2023, all operations were stopped because of the earthquakes and the construction commencement was postponed to Qtr 1 of 2024. Hence, the average completion level of the solid waste management facility sub-projects remained unchanged at 67% at the end of June 2023.

Overall rating

**Average**



## Output 3: The capacity of recreational facilities in selected municipalities is increased in response to increased needs

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
M-Ot.07 Number of recreational facilities completed and operational (with Facility support)	I	28	0	0	-	
M-Ot.08 Percentage completion level of (Facility-funded) recreational facility construction projects	S	100	0	43		

### Result Achievement Assessment

**Recreational facilities:** One project in the EU's refugee support programme portfolio focuses on the improvement of municipal recreational facilities in order to support community, sports and cultural activities in targeted neighbourhoods and to facilitate increased interaction between the refugee and host communities. It started in August 2020 and is due to be completed in July 2024. It originally planned to construct a total of 28 recreational facilities (sub-projects) in 12 provinces. However, due to the rapidly increasing costs of construction the budget is now only expected to cover 22 sub-projects.

By the end of June 2023, three construction works contracts had been signed covering the construction of twelve football fields, one tennis court, five youth centres, three training halls and a swimming pool. Construction work began in 2022 and was originally expected to be completed by the end of the third quarter of 2023. The project experienced good progress in 2022 with the average sub-project completion rate increasing from 17% to 43% by Qtr 4 2022. However, due to the EQs, construction of the youth centres, training halls and the swimming pool was delayed and the average sub-project completion rate remained at 43% at the end of June 2023.

Overall rating

**Average**



### Intermediate Outcome: Refugees and host communities in selected municipalities have improved access to safely-managed water supply, sanitation, solid waste management and recreational services

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
M-Oc.04 Number of people provided with access to safely-managed municipal water supply services (with Facility support)	S	2,840,953	0	0	-	0%
M-Oc.05 Number of people provided with access to safely-managed municipal sanitation services (with Facility support)	S	4,484,513	0	182,490	180k Q2/2023	4%
M-Oc.06 Number of people provided with access to safely-managed municipal solid waste management services (with Facility support)	S	3,055,385	0	598,764	600k Q2/2023	20%
M-Oc.07 Estimated number of users of Facility-supported recreational facilities	S	0	0	0	-	Target not set

#### Result Achievement Assessment

The dashboard above shows the current number of people who have been provided with improved access to water, sanitation and solid waste management services as a result of the EU-supported infrastructure projects. For potable water supply, as all the sub-projects are still under development, there are no recorded beneficiaries yet.

Approximately 180,000 people have benefitted from the two completed sanitation sub-projects (4% target achievement rate) whilst almost 600,000 benefitted from the completed solid waste management facilities (20% target achievement rate). The achievement rate is expected to rise significantly over the coming year as a number of sub-projects reach their completion stage.

No data has been reported to-date for the number of users of completed recreational facility construction projects as none of the sub-projects have been operationalised yet.

Overall rating **Weak**



### Long-term Outcome: The capacity of supported municipalities to provide essential municipal services is maintained or improved

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
M-Oc.01 Percentage of households in the target municipalities with access to safely-managed municipal water supply	S	0	0	0	-	Target not set
M-Oc.02 Percentage of households in the target municipalities with access to safely-managed municipal sanitation	S	0	0	0	-	Target not set

#### Result Achievement Assessment

So far, no data has been reported by the relevant IPs to the overall EU support programme’s monitoring system relating to potable water supply coverage rates and the sanitation services coverage rates for the supported municipalities.

Overall rating **Data Not Available**

# 7. Migration Management

From the start of the Facility for Refugees in Turkey until 2019/2020, a small number of migration management projects were supported. These focused on providing support to the Turkish coast-guard to increase its efficiency and effectiveness, on providing support to DGMM (at that time) in its management and removal of illegal migrants apprehended within Türkiye, and on building awareness and knowledge of local governments in high refugee concentration provinces regarding refugees and their legal rights and obligations.

## Migration Management Support Strategy

The strategy of the EU refugee support programme in supporting this priority area was very limited. However, since 2021, under the latest round of funding of EU refugee support programme projects the Migration Management Priority Area is receiving increased support. The additional funding will go to a number of projects which together aim to help the government reduce the level of irregular migration into and out of Türkiye whilst ensuring its compliance with its international human rights commitments. The main areas of focus are: 1) a continuation of support to Türkiye’s system of managing apprehended irregular migrants, 2) Support to the enhancement of security systems at the country’s land and air borders, and 3) Support to the development of the institutional capacity of PMM in the oversight and management of its irregular migrants work.



### Output: Migration management capacity increased

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
MM-Ot.01 Number of persons who received training on migration related topics	C	1,750	0	2,989	 0	 171%
MM-Ot.02 Number of migrants hosted in removal centres	S	0	0	8,562	 8.6k 04/2019	Target not set
MM-Ot.03 Number of removal centres established and operational	S	1	0	1	 1 04/2019	 100%
MM-Ot.04 Number of migrants receiving assistance while hosted in removal centres	C	110,000	0	325,589	 0	 296%

## Result Achievement Assessment

Following the completion of the two projects supported in the early stages of the Facility, two new migration management priority area projects began implementation in the first half of 2023. One of these is focused on the institutional strengthening of the PMM’s irregular migrant removal centres and the other is focused on strengthening airport security systems to reduce the flow of irregular migrants through the country’s air borders. Both projects are still in their early implementation phases.

Overall rating Too early for rating

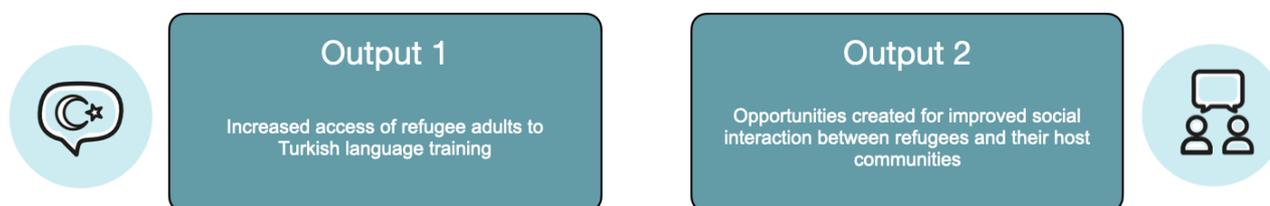
**Note:** The results monitoring framework for the EU’s refugee support programme is currently being updated and this will include a strengthened Migration Management Priority Area results monitoring framework. The updated results chain for this priority area will be presented in the next FMR (13<sup>th</sup>).

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## 8. Cross-cutting Results

The EU refugee support programme’s strategy in supporting this priority area is summarised in Figure 10 below:

Figure 10: Cross-Cutting Results



### Output 1: Increased access of refugee adults to Turkish language training

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
C-Ot.01 Number of adult refugees who completed one or more Turkish language courses with Facility support	C	73,447	0	57,818	58k Q2/2023	79%

#### Result Achievement Assessment

**Turkish Language Courses for Adults:** During the first half of this year (2023) only a relatively modest number of refugees (1,389) completed a Turkish language course with EU refugee programme support<sup>88</sup>. All course participants were Syrian refugees, and almost two-thirds were female (65%). About 82% of courses were delivered through MoNE’s Public Education Centres (PECs). Of those who completed courses, almost half (45%) completed beginner-level courses (A1), while 28% completed A2-level courses<sup>89</sup>. The overall target established for this indicator (just over 73,000) is very modest given the size of the refugee population in the country. Since the start of the provision of Turkish language training support to adults, only 57,818 adults have completed courses - indicating that the level of support provided in this area is still very low in relation to the potential demand.

FGDs held with refugee groups in four provinces in 2022 found that only one-third of the participants rated their Turkish language proficiency as ‘good’ while most of the others assessed their Turkish language proficiency as ‘weak’<sup>90</sup>. This latter group is in need of additional support with their Turkish language to be able to access services in Türkiye and to be able to build meaningful relationships with local Turkish people. It has been found that those refugees with a reasonable-to-good level of Turkish tend to form better relationships with neighbours, are able to find work more easily and tend to build positive relationships with Turkish colleagues in the workplace. Having the Turkish language also helps refugee parents to better monitor their children’s progress at school and to communicate with their teachers and other school staff. Furthermore, participants in FGDs conducted in 2022 (both refugees and host community members) felt that the lack of Turkish language proficiency amongst the refugee population is the primary barrier to integration and negatively affects social cohesion between the two communities.

The typical Turkish language learning story of most refugees – and especially that of women refugees – is that they took one or two basic courses but couldn’t or didn’t continue. The level they reached was not enough to enable them to practice the language and so they lost most of the knowledge they had developed. When asked, most refugees say that they would like to attend more courses but there are a number of factors preventing them from doing so. For example, the PECs do not accept applicants above 40 years of age. Moreover, the Turkish language courses are conducted during the day, which means that refugees who work cannot attend the courses. As women usually have childcare responsibilities - especially those aged between 20 and 45 – they can only attend courses where there are childcare arrangements. When participants were asked about the courses format, a hybrid system which combines face-to-face with on-line materials and support would appear to be the best solution.

Overall rating **Weak**

88 See the Education Priority Area chapter for information on Turkish language teaching to children.

89 10% completed B2; 9% completed B1; 257 (1%) refugees completed C1.

90 Preliminary findings from the 2023 round of PFEA FGDs conducted in Ankara, İzmir and Adana in Sept-Oct 2023.



## Output 2: Opportunities created for improved social interaction between refugees and their host communities

INDICATOR NAME	TYPE	TARGET	BASELINE	INDICATOR VALUE	PROGRESS OVER TIME	TARGET ACHIEVEMENT RATE
C-Ot.03 Number of refugees and host community members who participated in (Facility-supported) inter-community social cohesion events	I	696,035	0	816,578	 14k Q2/2023	 117%

### Result Achievement Assessment

**Inter-community Social Cohesion Activities:** During the first half of 2023, almost 21,942 refugees and host community members participated in social cohesion events to improve inter-community understanding and relations. This is a higher level of activity compared to the previous reporting periods which is partly due to the gradual return to holding regular social events following the end of the COVID-19 pandemic as well as the conduct of a large number of social cohesion events for parents, guardians, and students as part of the PIKTES project. The social cohesion activities were attended by Syrian refugees (51%), host community members (45%), and non-Syrian refugees (4%). The participation of females was slightly higher (54%) compared to that of males. Most (75%) of the participants in the events were children aged under 18 years. Most events were general community events (59%) followed by cultural-sporting events (31%).

Whilst progress may have been made in the conduct of activities aimed at promoting improved interaction between the refugee and host communities, the general context within which this has occurred has deteriorated markedly over the last 12 months – potentially significantly undermining the positive effects of this work. Large numbers of Syrian refugee parents are citing bullying and discrimination at school as one of the two main reasons for no longer sending school-age children to school – the other being the economic crisis for refugees. Adult refugees similarly report experiencing a marked deterioration in the quality of treatment they receive from host community members in their neighbourhoods, on public transport, in parks and on the streets – resulting in increased levels of perceived physical insecurity<sup>91</sup>.

The combination of the rising sense of insecurity and discrimination towards refugees and the rapid deterioration in the ability of refugee families to cover their basic needs has reportedly led to a noticeable increase in people seeking to leave the country for Europe and other third countries.

Overall rating

Average

91 PFEA FGDs preliminary findings. SUMAF. Sept-Oct 2023.